

Jennifer Miller

PRODUCT DESIGNER & RESEARCHER

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SUMMARY

Senior product designer and researcher with 10+ years of experience shaping complex, data-driven enterprise and SaaS solutions. Skilled in leveraging behavioural insights to guide product strategy. Proven record of setting design standards, mentoring peers, and fostering customer-centric innovation in collaboration with cross-functional teams.

WORK EXPERIENCE

WorkSafeBC Vancouver

Senior UX Research Consultant Oct 2024 - July 2025

- Led research for enterprise CRM and AI-powered productivity tools within a call centre modernization initiative. Conducted interviews and surveys to uncover user pain points and guide workflow design.
- Synthesized research findings into actionable insights, shaping product roadmaps and organizational decision-making. Provided UX/UI guidance on AI feature design.

Teck Resources Vancouver

Staff Product Designer May 2022 - June 2024

- Created a Dev Tools hub giving engineers self-serve access to data streams and pipeline statuses, reducing reliance on admin teams and increasing velocity by 20%.
- Designed a unified water monitoring platform with real-time alerts and automated reporting, improving engineers' issue detection, decision making and regulatory compliance.
- Created UX writing and accessibility standards; mentored peers and junior designers on design practices, workplace collaboration, and UX writing.

Senior Product Designer Mar 2020 - May 2022

- Transformed a complex, spreadsheet-based mine traffic management tool into a mobile app, surfacing KPIs and actionable alerts, leading to improved productivity and reduced operational costs.
- Launched a company-wide design blog to share case studies and insights, strengthening awareness of UX value and fostering cross-functional engagement.

Product Designer May 2017 - Mar 2020

- Created mining project management app for 30 geologists and redesigned health/safety tracking system as streamlined web app, improving usability across multiple mine sites.

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Translink

Vancouver

User Experience Consultant

Jan 2017 - Apr 2017

- Led a UX assessment of a project management system, identifying workflow pain points and recommending improvements.
- Conducted usability testing and synthesized findings, providing clear input for design enhancements.

CORE COMPETENCIES

Leadership & Strategy

- Strategic product vision, roadmaps, and systems thinking from early-stage through scale
- Cross-functional advocacy and mentoring to strengthen design craft and research practice

Design & Prototyping

- Figma proficiency: wireframing, prototyping, high-fidelity mockups
- Rapid prototyping, hypothesis-driven testing, and scalable enterprise design systems

User Research

- Interviews, surveys, usability testing and workshops
- AI-assisted data analysis, insight synthesis and reporting

Content & Accessibility

- UX writing: in-app copy, user guidance and storytelling
- Accessibility best practices and inclusive UI patterns

EDUCATION

- UX Design Certificate, Nielsen Norman Group
- Diploma, Digital Media Design, International Academy of Design
- Bachelor of Laws, University of British Columbia
- Bachelor of Arts, East Asian Studies, McGill University

LANGUAGES

Fluent English, French and Mandarin