Ashley Elaine Miller
UX Designer

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Summary

Recent graduate from the University of North Texas (UNT) with a Bachelor of Science in Technical Communication and Psychology. Two years of practical experience designing, editing, and writing in the semiconductor, insurance, and education industries. Applied an end-to-end process to design a mobile app to help newly independent young adults learn culinary terminology and cook with familiar ingredients. Autonomously learned Figma to develop a high-fidelity prototype of the recipe app with complex flows. As an intern at Texas Instruments, Inc. (TI), contributed to a UX research initiative by offering critique of the UX design and UX writing of a proposed iteration of the TI website navigation bar.

Skills

Tools
- Figma
- Adobe Creative Cloud (Acrobat, Premiere Pro, Illustrator, InDesign, Photoshop)
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Google Analytics
- Oxygen XML Author
- Jira
- Confluence
- SDL Tridion Docs (Draft Space, Review Space, Content Manager, Publication Manager)

Code
- Darwin Information Typing Architecture (DITA) XML and Markdown
- HTML/CSS

Work Experience

Technical Communication Lab Manager
UNT DEPARTMENT OF TECHNICAL COMMUNICATION - DENTON, TX | JULY 2022–PRESENT
- Empathize with customers and employees, identify pain points, and develop solutions. Developed an online form system to increase employee stand-up participation, designed a branded slide deck to effectively communicate department events, and created a banner to detail department offerings for prospective students.
- Write, edit, design, and update software orientation manuals for 950 technical writing students each semester.
- Lead a team of ten lab assistants in facilitating technical communication classroom instruction.
- Mentor incoming Lab Manager in back-end operations, troubleshooting procedures, and team management.

Technical Documentation Intern
TEXAS INSTRUMENTS, INC. (TI) - RICHARDSON, TX | MAY–AUGUST 2023
- Developed two DITA topic templates in Oxygen XML Author to expand data sheet FADs (Features, Applications, and Description sections) to two pages. Templates distributed to engineers and writers for analog product lines.
- Performed a comprehensive content strategy analysis. Conducted content audits, compared congruent products, and curated a branded slide deck to highlight findings. Presented results and recommendations to key stakeholders.
- Suggested and rationalized 550 technical edits across four published technical white papers and application notes in Review Space, demonstrating adherence to TI style guidelines and aiding future iterations.
- Independently studied semiconductors and fundamentals of electrical engineering to supplement technical expertise to effectively edit highly complex documentation.

Editorial Intern

INTERNATIONAL RISK MANAGEMENT INSTITUTE, INC. (IRMI) - DALLAS, TX | JUNE–AUGUST 2022

- Re-designed downloadable Word document checklist files as topics in Heretto to repurpose for web as embedded interactive content. Design serves as the template for future similar company documentation.
- Collaborated with Lead Content Strategist to pioneer an operational model for assessing and analyzing content through a structured authoring reuse strategy. Reduced editorial labor by 50% by synthesizing congruent products.
- Co-authored style guide for internal process documentation to establish consistency among digital products.

Education

BS in Professional and Technical Communication and Psychology

UNIVERSITY OF NORTH TEXAS (UNT) - DENTON, TX | AUGUST 2020–MAY 2024

- **Relevant Coursework**: Usability and User Experience in Technical Communication, Information Design for Electronic Media, Quantitative and Qualitative Research Methods, Visual Technical Communication, Content Strategy, Content Analysis, Technical Writing, Technical Editing, and Proposal Writing.

Projects

Recipe App Prototype

UNT | FIGMA

- Ideated a mobile app to help newly independent young adults learn culinary terminology and cook with familiar ingredients.
- Created a design system of reusable components, including brand colors, text styles (headings and body), interaction elements (header, navigation bar, search bar, and buttons), and a card component.
- Wrote all UI text, including microcopy, user interface copy, category names, feature names, and card text.
- Iterated a cycle of conducting think-aloud protocols and implementing user feedback to refine user experience.
- Created a high-fidelity interaction flow with over 100 interactions and 40 frames. Flow is a functional Figma prototype.

Content Strategy Analysis and Recommendations

UNT | GOOGLE ANALYTICS, MICROSOFT EXCEL

- Evaluated the web content strategy of the UNT Department of Technical Communication.
- Conducted content audits, interpreted Google Analytics data, interviewed key stakeholders, and performed a competitor analysis.
- Consolidated research, methods, results, and recommendations into a written report and a slide deck.
- Presented findings and recommendations for future content strategy initiatives to Department Chair. Department has since implemented three of the four key recommendations.

Instructional Video: Navigating the UNT Tech Comm Department & Accessing Student Resources

UNT | ADOBE PREMIERE PRO

- Directed, scripted, filmed, edited, and produced a polished instructional video that effectively orients new technical writing students with the facilities and resources of the UNT Department of Technical Communication.
- Navigated the challenge of learning Adobe Premiere Pro in less than one week to execute intricate visual effects and video editing techniques.

Technical Article Cleanup Instructions

TI | CONTENT MANAGER, PUBLICATION MANAGER, OXYGEN XML AUTHOR, CONFLUENCE

- Learned different approaches to the technical article cleanup and migration process. Identified inefficiencies and collaborated with fellow technical documentation intern to drive consensus and define a streamlined approach.
- Co-authored an instructional guide to teach new technical writers how to clean up and migrate technical articles.
- Structured and designed content according to best practices for instructional design and TI content standards.
- Modified instructions to create a reference guide for experienced technical writers.
- Effectively standardized the technical article cleanup and migration process for new and advanced technical writers.