

Curriculum Vitae

Name:
Duncan Millar

Nationality:
Irish

Date of birth:
11 March 1970

Portfolio
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Experience

24 years of experience in the Internet and software industry, from the inception of the world wide web through to the Internet of things. 14 years of direct UX experience.

Building web sites to Internet software; banking gateways to full suite intelligence platforms. Search indexes over Big Data Systems and output interfaces for machine learning.

Qualifications

High School

- Matriculation with University entrance (equivalent to A level).

College:

- Graphic Design 1994 : Johannesburg Art Foundation Diploma
- Cartooning 1994 : Johannesburg Art Foundation Diploma
- Courses:
 - Desktop Publishing
 - Photolithography and Plate development
 - Printing
 - Photography
 - Management: Public Relations.
 - Technical: HTML & Web Design

Skills:

- User Experience
 - User Interface
 - Wire-framing
 - Prototyping
 - Personas
 - Journeys
- Strategy
 - Brand Delivery
 - Graphic Design
 - Web Design
 - Iconography
 - Pattern development

I have a broad range of skills from strategy, conceptualisation, persona & journey creation, wire-framing and prototyping right through to design and delivery.

I believe that a great delivery is not just focussing on the details in a project, but understanding the “joins” in projects to ensure a seamless experience. Distilling a development down to its essence to get the best possible experience.

Software:

- Axure RP
 - Sketch & Toolbox
 - Invision
 - Omnigraffle
- Adobe Xd
 - Adobe Ai
 - Adobe Ps
 - Adobe Lr

Brands I have worked on

- Arsenal FC
 - Alfa Romeo
 - Audi
 - BAE Systems
 - EDF Energy
 - Fiat
 - Lloyds Bank
 - Luxair
- Manchester United FC
 - Nissan
 - Panasonic
 - SAB Miller
 - Sony
 - Technics
 - Thomas Cook
 - Volkswagen

Employment History

BAE Systems

2 years 9 Months - August 2014 to January 2015

Lead User Experience

I was contracted to perform the role of Lead User Experience Architect for a suite of investigative products catering to Military, National Security and Law Enforcement Agencies.

This process included managing and mentoring a UX team, stakeholder communication, user representation, high scale planning for UX principals, documentation and planning for product delivery, right down to the finer details of agile delivery.

UX tasks included Persona creation, Journeys (both User and workflow), wire-framing (Illustrator, Axure & Sketch), prototyping (Axure & Adobe XD), and product aesthetics (Photoshop & Illustrator).

I represented BAE Applied Intelligence at various high profile customers and always had positive feedback.

Reference

Helena Bishop

helena.bishop@baesystems.co.uk

Contracting

5 Months - January 2015 to June 2015

Usability & Design

Over a period of 5 months I contracted to and consulted for a variety of customers; helping craft business, brand and social media strategies.

One of the founding principles of my contracting is getting organisations to understand that UX, like brand, is managed not created,

The only question is whether you choose to control that process or let the process control you.

Reference

Elizabeth Halford

elizabethgrace31@gmail.com

Intranet People

5 Months - August 2014 to January 2015

Lead Brand & User Experience

My role at Intranet People was to consult, mentor and train, users and customers, about usability. To help get meaningful results from redesigned or new User Experiences, to teach them about the best engagement practices.

I was responsible for creating courses on Usability, Content Management and Design, they also covered Information Strategy and Information Architecture.

The courses focussed on teaching the following UX techniques:

- Stakeholder Interviews
- Card Sorting
- Wire-framing
- Prototyping
- Chalk-testing
- Persona and Journey creation.

My personal focus is to develop deep brand & experience solutions that take the audience on a journey. To take care of all the little details in the human to human world.

Reference

Martyn Green

martyn.green@sorce.co.uk

SORCE LTD

7 years 10 months - November 2006 to 2014

Lead Brand & User Experience

SORCE is one of the largest vendors of small to medium enterprise intranets in the UK. Over the last eight years I was involved in delivering over 150 developments, from small charity sites to large global enterprises.

I was the Lead UI/UX designer for the product for 8 years, responsible for wire-framing, prototyping and interface unification. My position included all of the UX and design work for the product, button generation and icon creation, through to system wide imagery, as well as the planning, testing and measuring new user proposed technologies.

My role was also customer facing, I spoke at all the annual conferences with great success, specifically on the modernisation of the product.

Contracting

5 years 3 months - September 2001 – November 2006

Paper Scissors Rock LTD

I contracted to various customers throughout Europe and Africa, like Sony and Comparex. Work included Interface design for software, Icon generation, Web Design, Corporate Image, Brand & Internet strategy and research.

I mostly worked in a strategic capacity, where I would devise strategic processes to increase user engagement with both sites and systems.

Comparex UK

2 years 4 months - June 1999 to September 2001

Development Manager

My role at Comparex was to build a contact base of potential customers and establish an Inter-networking business in the United Kingdom. At the time, Comparex was the largest Networking business in Europe. When the networking arm was sold to Dimension Data, I moved in-house to complete my existing projects.

QDI/ECnet

3 years 1 month - June 1996 to June 1999

Creative Lead/Development Manager

I joined Q Data Internet as a Web Master for the Q Data Group, a holding company that included 42 subsidiaries, to design, build and maintain their internet presence.

As our sites started to go live, we got more and more requests for web sites, not only from within our group, but their customers. We made a decision to grow the company and hired 2 more designers, I was promoted to Creative Lead.

QDI grew from 3 people to 24. I was promoted again to Development Manager and at the same time I was made responsible for all pre-sales and all potential areas of growth within the Industry. As part of my role, I established a strategic content plan that was used to both qualify customers and retrieve information that would make project rollout easier.

In May 1999 QDI merged with ECnet, to form the largest online commerce vendor in Africa. I remained the Development Manager until I moved to the United Kingdom.

Datatec Easyinfo

1 year 1 month - January 1996 to June 1996

Web Site Design

EasyInfo created and distributed a CD based product that contained various Business and Entertainment information about South Africa.

I was employed, as a contractor, to initiate the design of their online presence and to develop various sites for customers on the EasyInfo CDs.

Maps & Data

1 year - January 1995 to January 1996

Thematic analyst

Map creation and design, Database Management, Thematic Analysis

This entailed the design of icons and styles for the computerised creation of Maps for CD based products. Map information was captured into a MapInfo format, and a series of filters were created and specified for the delivery finished product.

This progressed onto using the maps to generate demographic marketing strategies for customers, looking to focus products in “like minded” areas.

UX is bigger than digital

All organisations are driven by consumer interaction; my passion is to facilitate these relationships, using techniques that we have learned through the Human User Experience.

I believe UX transcends the digital experience. It starts before the screen and ends after.

Satisfaction is not digital.

Other references

BUSINESS

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Elizabeth Halford

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PERSONAL

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James Westgate

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