

# Miles Reiter

Human-centered Designer & Product Manager focused on solving complex problems at the intersection of product and policy in Gov/Civic Tech.

reitermb@gmail.com

milesreiter.com

812-219-7469

## Raft UX Designer & Researcher

Jul 2020 to Present

- Work on integrated product teams with government partners such as Health and Human Services on their new TANF Data Reporting System.
- Collaborate cross-functionally with policy experts, product managers, developers, and other designers.
- Run continuous user research operations to support data-backed decision-making and document all research findings.
- Evaluate both design-deliverables and deployed front-end code for accessibility conformance.
- Extend and leverage U.S. Web Design System (USWDS) components and patterns to support project needs and visualize requirements.

## Bolstra UX & Product Manager

1 year 2 months — Aug 2018 to Sept 2019

- Built the practice of generative and evaluative research to ensure data-backed decision-making.
- Developed an outcome-centric roadmap that aligned stakeholders and supported research by framing functionality in a context that users easily related to.
- Drove the transition to an agile release-cycle (from semi-annual waterfall) which allowed the team to learn and respond to customer needs far more efficiently.
- Created an opt-in beta program which increased opportunity for usability testing, created an inbound flow of research participants, and allowed for the testing of more complex systems & interactions.

## Codelicious UX & Product Manager

5 month project — Sept 2018 to Jan 2019

- Led the volunteer team in identifying high priority goals and scoping the project.
- Facilitated workshops which served both to test prototypes of the solution and to keep Codelicious stakeholders updated on progress.
- Wrote documentation and briefed Codelicious stakeholders to ensure a smooth handoff of the finished product.

## Film Indy UX Designer

6 month project — Oct 2017 to Mar 2018

- Audited existing tools and content in-use within Film Indy and prioritized key functionality alongside the Product Manager.
- Designed quality assurance test cases alongside developers on the volunteer team.
- Established a style guide that married the look & feel desired by Film Indy stakeholders to the development framework being used to build the tool.

## NorthQuad UX/UI Designer

1 year 3 months — Jun 2017 to Aug 2018

- Balanced design responsibilities for two client companies (Bolstra and Lumavate) for their respective products.
- Ensured that one-off services work for Lumavate's own clients served double-duty for Lumavate's own product by adding new reusable patterns and components.
- Implemented and facilitated the first research operations for Bolstra in the form of contextual inquiry with local and regionally based customers.

## Skills

### User Research

Ethnography, Interviews & Contextual Inquiry, Survey Design, Concept & Usability Testing, Split Testing, Card Sorting & Tree Testing.

### Experience Design

Wireframing, Prototyping, Workshop Facilitation, Task Flows, Process, Journey, and Site Mapping, Accessibility (WCAG 2.1 and beyond).

### Product Strategy

Competitive Analysis, Requirement & Outcome Identification, Project Management, Roadmapping & Release Planning.

### Product Writing

Plain Language, Microcopy, Technical Documentation, Research Syntheses, Release Notes, Style Guides, Content Strategy, Content Audits.

## Education

Bachelor of Science in Informatics,  
Minor in Media Applications  
Indiana University Bloomington – May 2017

## Community Work

Moderator and mentor on the User Experience subreddit (r/userexperience)

Former Fellow & Board Chair in Techpoint's Tech Fellowship Program.