

John Milanski

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User Experience (UX) Leader

I use strategy and people-first research to save companies time, money, and effort by making sure they are developing products that their customers want. I love talking to customers and have mentored and led customer-centric, cross-functional teams for 20 years using my strengths: empathy, listening, learning, attention to detail, and a willingness to change.

- Qualitative and quantitative research (interviews, ethnography, usability testing, personas, heuristic evaluations, surveys)
- Agile development product owner (Rally)
- Software prototyping and wireframing (Axure, Balsamiq, iRise)
- Certification in Product Management (Pragmatic Marketing, PMC-VI)
- Awarded 18 patents globally

Experience

Senior UX Researcher, Gloop 2020 – 2020

- Led research for their successful survey product including moderated remote interviews, analysis, and video summaries with management and the agile development team, which changed the product roadmap.
- Oversaw research for three cloud-based, mission-driven software products simultaneously (Assessments, Growth Intelligence, Barna Access).

User Research Lead, Plexus Corporation 2019 – 2020

- Defined a scalable research approach for the entire 19,000 person, \$3B revenue company, attracting additional clients and increasing margins.
- Led a multi-disciplinary team in guerrilla research and analysis on a cardiac monitor medical device – without budget or time – which focused and reset product direction for the client.
- Conducted a UX workshop at a client site, defining customer environments, use cases, and personas, and winning the company additional work.

User Experience Lead, Lumen (CenturyLink/Level 3 Communications) 2013 – 2019

- Oversaw all research and feedback for the web-based business portal, making life easier for 150,000 users and reducing customer service calls for an \$8 billion revenue company.
- Took over Product Owner role – in addition to UX Researcher and Designer – for all product quoting in the company's business customer portal, adding three new products and the ability to quote multiple addresses, increasing revenue and reducing customer support requests.
- Defined the first mobile version of the business customer portal using Google Analytics and interviews.
- Designed and implemented a web-based portal for a 2,500 partner, \$1 billion sales channel, allowing partners to see data, increase satisfaction, and increase sales with their 50k customers.
- Created a suite of personas based on ongoing customer interviews, refocusing developers on customer needs.

Independent User Researcher 2012 – 2013

- Mobiplug (Revolv/Nest/Google) – Led UX for a home automation startup including teaching Lean UX to the founders and conducting sensitive interviews and testing with investors.

- Medtronic Surgical Technologies – Designed and field tested a common file import experience from seven acquired products for image-guided surgery software.

Product Manager, Solarwinds (Confio) 2011 – 2012

- Responsible for defining, prototyping, and field-testing an alarm tool for database administrators, allowing the company to expand beyond their initial product market and attract a buyer for the company.

Human Factors Engineer, Ricoh (IBM Printing Systems) 2007 – 2011

- Conducted field observations in the United States, Japan, and Canada for a \$3 million printer (HW/SW).
- Presented field research and market analysis to C-level executives monthly.

User Interface Designer, McKesson Provider Technologies 2006 – 2007

- Redesigned patient plan of care software, creating a new design pattern library and field research process.

Human Factors Engineer, Alion (Micro Analysis & Design) 2003 – 2006

- Designed and field-tested a wearable computer that improved situational awareness for Army infantry.
- Created a physical prototype of a space capsule for NASA/Lockheed that prevented an expensive redesign.

Volunteer Experience

Board of Directors, Louisville Fire Department 2020 – present

- Elected by a town of 25,000 people to manage their emergency services and \$7.4M budget.

Firefighter/EMT/Engineer, Louisville Fire Department 2003 – 2016

- 14 years leading crews in life-threatening fires, gas leaks, and automobile accidents.
- Created a firefighting pre-plan system – manually collecting and entering data on over 200 commercial buildings – and trained career staff to use and maintain the system.

Volunteer, Intercambio 2017 – 2020

- Taught English one-on-one to immigrants in my hometown.

Education

Master of Design, Human-Centered Product Design – Institute of Design at IIT, Chicago

Bachelor of Science, Aerospace Engineering – University of Illinois, Urbana

Continuing Education

- Product Management Certification, PMC-VI (Pragmatic Institute, 2018)
- Integrated Data Thinking Conference (Rosenfeld Media, 2020)
- Advancing Research Conference (Rosenfeld Media, 2020)
- Special District Association of Colorado Conference (2020)
- Radical Research Summit Vancouver Conference (2019)
- Meetups/Slacks: Denver UX Bookclub, ProductTank Auckland, Denver Startup Week, Boulder Startup Week, Colorado Product, Rosenfeld Media, Calgary UX, Mixed Methods, Colorado Startups
- Books: Liftoff – Practical Design Leadership, Design Leadership, Radical Candor, Interviewing Users, It's Our Research, People Aren't Robots, Just Enough Research, Undercover User Experience Design, Ignite Your Research Mojo