

John Milanski

Louisville, CO | john@milanski.com | linkedin.com/in/milanski | www.milanski.com

User Experience (UX) Leader

As a former EMT, firefighter, and Aerospace Engineer, I am driven to help people in tough situations. I love listening to customers, mentoring teams, and building cross-functional relationships using empathy, attention to detail, and collaboration.

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

Experience

UX Researcher, Rocket Communications 2021 – present

- Improving software for space surveillance under a \$1.2B contract to the US Department of Defense through remote interviews, on-site observation, and workflow analysis.

Independent User Researcher 2020 – 2021

- ADI – Conducted a summative summative usability test for FDA approval of a wearable home health monitoring device.
- Medtronic – Evaluating competitive patient monitoring products through heuristic evaluation and user interviews.
- Indeed Business – Organized and ran thirty interviews in two weeks for a benchmark usability study, while negotiating schedule and budget with the client.

Senior UX Researcher, Gloop 2020 – 2020

- Oversaw research for three cloud-based, mission-driven software products simultaneously (Survey, Growth Intelligence, Barna Access).
- Led all research for their survey product, including recruitment, scheduling, and facilitating interviews, analysis, and readouts to management and the agile development team.

User Research Lead, Plexus Corporation 2019 – 2020

- Led a multi-disciplinary team in guerrilla research and analysis on Abbott's cardiac monitor medical device – without budget or time – which reset product direction for the client.
- Defined a scalable research approach for the entire 19,000 person, \$3B revenue company, attracting additional clients and increasing margins.

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

- Oversaw all research and feedback for the e-commerce 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.
- 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.

- Independent User Researcher** 2012 – 2013
- Medtronic Surgical Technologies – Designed and field tested a common file import experience from seven acquired products for image-guided surgery software.
 - Mobiplug (now Google) – Led UX for a home automation startup including teaching Lean UX to the founders and conducting sensitive interviews and testing with investors.
- Product Manager**, Confio Software (now SolarWinds) 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 InfoPrint Solutions 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**, Micro Analysis & Design (now Alion Science) 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 Leadership Experience

- Board of Directors**, Louisville Fire Department 2020 – present
- Elected by my town of 25,000 people to manage their emergency services and \$8M 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.

Education

Master of Design, Human-Centered Product Design – IIT Institute of Design, Chicago
Bachelor of Science, Aerospace Engineering – University of Illinois, Urbana

Continuing Education

- UX New Zealand Conference (2020)
- Integrated Data Thinking Conference (Rosenfeld Media, 2020)
- Advancing Research Conference (Rosenfeld Media, 2020)
- Radical Research Summit Vancouver Conference (2019)
- Product Management Certification, PMC-VI (Pragmatic Institute, 2018)
- Meetups/Slacks: Boulder Startup Week – Denver Startup Week – Denver UX Bookclub – Mixed Methods – ProductTank – Rosenfeld Media
- Books: Ignite Your Research Mojo (Chetan) – Interviewing Users (Portugal) – It's Our Research (Sharon) – Just Enough Research (Hall) – Liftoff: Practical Design Leadership (Avore) – Radical Candor (Scott) – Undercover User Experience Design (Bowles)