

# RICHARD H. MILLER

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- OBJECTIVE** To manage the design and development of sophisticated technology solutions
- EDUCATION** Virginia Polytechnic Institute & State University — Blacksburg, VA (Virginia Tech)  
**Ph.D.** Industrial and Systems Engineering — 5/93 Option: Human Factors  
Title: *User Interface (UI) Design and Evaluation of a Shipboard Electronic Warfare Console*  
**M.B.A.** Pamplin School of Business — 5/93  
**M.S.** Industrial and Systems Engineering — 5/91 Option: Human Factors  
Title: *Effects of Graphical UI Inconsistencies on Subjective and Objective Measures of Usability*  
Georgia Institute of Technology — Atlanta, GA  
**B.S.** Applied Psychology — 6/87 Minor: Drama and Film
- EXPERIENCE** **UI Architect, Consulting Member of Technical Staff** — Oracle Corp., Redwood Shores, CA 6/05 to Present
- ◆ Designed, from scratch, the Oracle support portal in use by all Oracle customers
  - ◆ Set strategic/product vision for most of the support portal, which is the critical “interface” to customers (Oracle’s largest revenue producer is license updates and product support revenue)
  - ◆ Presented a number of design “visions” to key VP, SVP and higher senior staff, including Larry Ellison
  - ◆ Led the tactical implementation of these visions in a Flex-based UI through 12+ full releases
  - ◆ Create many new UI pattern in Adobe Flex to solve specific customer issues and development constraints
  - ◆ Provided “glue” for project: training videos, documentation, conducted business reviews, customer presentations, development and design processes, patterns, etc... (See <http://tinyurl.com/rhmvideos>)
  - ◆ Researched and designed the user experience for the next generation Enterprise Manager
  - ◆ Worked across organizations and with many customers to define, evaluate, and build solutions
  - ◆ Extensive “face of...” experience; conferences, user group, and customer presentations
  - ◆ Deep understanding of patching, knowledge searching, data center automation, ticketing, etc...
- Consultant, User Experience** — Merchant Circle, Redwood City, CA 1/05 to 5/05
- ◆ Evaluation and design of business to business communication methods and techniques
  - ◆ Ethnographic research on small business needs
- Director of Product Design, UI Design Lead** — Opsware Inc. (now HP), Sunnyvale, CA 4/02 to 12/04
- ◆ Designed and help build Data Center Intelligence (1.0, 1.1, 1.2), a Crystal Reports-based solution
  - ◆ Designed many features: grouping, advanced scheduling and notification, template modeling with inheritance, server searching and browsing, interactive reporting, and many minor enhancements
  - ◆ Infused UI design into the development process; web user centered design workshops, RFUE process, buddy-system, remote usability testing, “Olympic” prioritization, UI design requirements
  - ◆ Invented numerous new UI design solutions to solve complex user-interactions
  - ◆ Directed the UI design for all Opsware enterprise products through multiple releases
  - ◆ Spearheaded projects: internationalization (I18N), online & context sensitive help, online/CD-ROM training
  - ◆ Managed and hired staff, controlled contracts and contractors, set design priorities for products
- Director of Software Engineering & UI Design** — Embrace Networks, Inc., Sunnyvale, CA 8/01 to 12/02
- ◆ Responsible for design, usability, management and delivery of four brokerage platform releases
  - ◆ Directed teams for server, tools, web/Java UI design and development, and solution development
  - ◆ Supported and developed Embrace’s most successful professional services engagements
  - ◆ Responsible for UI design, server and management console roadmaps, and statements of work
- Senior Director – Product Management & Design** — Enuncia Comm., Inc., Fremont, CA 8/00 to 12/00  
Director – Product Design 7/00 – 8/00
- ◆ Manage, from inception, the development of Enuncia’s speech hosting service (ASP)
  - ◆ Responsible for voice interaction usability, product roadmaps, and feature definitions for all products
  - ◆ Created costing models, call load models, managed vendor relationships, and developed sales collateral
  - ◆ Managed staff of 9 product managers, designers, and linguists
  - ◆ Developed support services, service and design processes, and engineering documentation

**Senior Director - Product Design** — *Softcom, Inc.* (now IVT), Iselin, NJ 7/97 to 7/00

- ◆ Created Program Management function, product line, roadmap, and marketing communications
- ◆ Created usability practices and methodologies for use on all Softcom projects
- ◆ Managed the user interface development, user testing, and customer interaction for our engagements
- ◆ Managed and lead designer for \$100K to \$1M+ projects; IEEE, Home Shopping Network, and others
- ◆ Managed, from inception to maintenance, numerous video-based e-commerce engagements
- ◆ Designed and engineered CORSEARCH Online - a Java/Web search system for a legacy database
- ◆ Designed and developed LearningNet, and MediaPlatform e-commerce Internet video solutions
- ◆ Developed HR methodologies, recruited, built departments and managed designers & engineers

**Media Systems Engineer** — *Bell Communications Research* (now Telcordia), Piscataway, NJ 2/94 to 6/97

- ◆ Responsible for technology transfer from research lab to production software/hardware solutions
- ◆ Wrote extensive requirements, contract proposals, and research documentation for various technologies
- ◆ Developed project plans, information architectures and requirements for telephony systems
- ◆ Technology Webmaster and Project Manager with P&L responsibility for RapidApps Solutions
- ◆ Managed the companies WWW4 exposition with a staff of 50, three networks, and video wall
- ◆ Designed and developed the MediaPark web interface and communication toolkit for Pacific Bell
- ◆ Developed and implemented WebCasting technology for WWW4 & WWW5 conferences
- ◆ Managed the InterMedia Lab - video, audio, and Internet media development
- ◆ Built web tools, business processes, and software for the Insurance and Entertainment industries

**Multimedia Developer** — *Information Systems*, Virginia Tech, Blacksburg, VA 8/93 to 2/94

- ◆ Designed and developed a multimedia kiosk on the use of technology in teaching
- ◆ Wrote, produced, and directed 30+ videos on technology and teaching (including web solutions)

**Graduate Experience at Virginia Tech**

- ◆ **Consultant/Owner** — *The Computer Connection*, Blacksburg, VA 1/91 to 2/94
- ◆ **Student Representative & Manager** — *Apple Computer, Inc.*, Blacksburg, VA 1/90 to 2/94
- ◆ **Graduate Research Assistant** — *Displays and Controls Lab, Virginia Tech* 8/90 to 5/93
- ◆ **Human Factors Intern** — *Eastman Kodak Company*, Rochester, NY 6/89 to 12/89
- ◆ **Human Factors Intern** — *FMC Corporation*, San Jose, CA 6/88 to 12/88

**SYNOPSIS**

Richard has over 20 years of software design, development, usability, and systems engineering experience. He has lectured on usability, design practices, and Internet security, developed and led software-training courses, and taught workshops on user interface design, multimedia, and usability. He has fourteen solid years of Internet software, web design, and extensive enterprise software experience. Leading teams of up to 50 people, he has consistently led projects from inception to delivery. Richard has experience with most major computing platforms, most UI frameworks (Java, Flex, HTML, etc...) and has worked on embedded systems, hardware designs, broadband solutions and set-top box software. His problem-solving skills and ability to understand new technologies and complex systems, along with his hard work ethic, makes him an ideal candidate for advanced development and marketing projects. Projects that require customer involvement, have complex project plans, and need someone with a mature understanding of the complexities of delivering software on-time and on-budget, will draw well on Richard's skills as a system architect, product manager, engineer, usability expert, marketer, and designer. No one previous position defines Richard's technology skills, as all have drawn on his skills to learn and deliver in new and unique situations.

**PORTFOLIO**

Available at <http://tinyurl.com/rhmpportfolio> (current work available upon request)

**AWARDS**

**Customer Services Pacesetter Award** — Q4 FY09  
*MOS Web Performance Global Task Force Team*

**Enterprise Manager Spot Award** — Dec 2009  
*My Oracle Support*

**Enterprise Manager Spot Award** — Feb 2009  
*Enterprise Manager Innovations*

**Customer Services Pacesetter Award** — Q4 FY08  
*My Oracle Support Team*

**REFERENCES**

Available upon request  
See also LinkedIn profile — <http://www.linkedin.com/in/richardhmilller>