

# RICHARD H. MILLER

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- OBJECTIVE** To manage the definition, 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** **Architect (Conversational Design)**— Oracle Corp., Redwood Shores, CA 11/2015 to Present
- ◆ Built a team of designers and conversational analysts to support skills including Expenses, Human Capital Management, Sales, and Procurement
  - ◆ Hands-on designing skills (An expense assistant is one example); conversational flows, sample utterances, ML entities, testing, Internationalization, accessibility, localization, customization
  - ◆ Developed guidelines and best practices for all Oracle conversational skills (plus designs and guidelines for chat clients, desktop GUI components, and the use of language in Oracle applications)
  - ◆ Coached and provided design improvements and training material for conversational experiences (across all Oracle teams, and with partners and my customers; Hilton, Heathrow Airport, Co-op, Nationwide, Costco)
  - ◆ Provided requirements and designs for framework-level improvements to the platform; for usability, monitoring, lifecycle, and data manufacturing
  - ◆ Defined and worked to implement a new development model for Digital Assistants as a Service (DAaaS)
  - ◆ Diversity Ambassador: Ran a hack-a-thon at North Carolina A&T, lectured at the school, recruited interns and designers from recruitment events I organized at multiple schools
  - ◆ Designed the Oracle Virtual Assistant tool for designing and testing conversational UIs
- Architect** — Oracle Corp., Redwood Shores, CA 5/2012 to 6/2-18
- UI Architect, Consulting Member of Technical Staff** — Oracle Corp., Redwood Shores, CA 6/05 to 3/2012
- ◆ Lead the Agile Scrum definition and rollout for our 300 person (29 sprint team) organization
  - ◆ Manage designers, researchers, consultants, and 3<sup>rd</sup> parties.
  - ◆ 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 multiple design “visions” to key VP, SVP and higher senior staff, including Larry Ellison
  - ◆ Led the tactical implementation of these visions in a Flex and ADF implementation through 18+ full releases
  - ◆ Created many innovative patterns 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, and patterns
  - ◆ Extensive “face of...” experience; conferences, user group, and customer presentations
  - ◆ Deep understanding of customer tasks and needs, i.e., patching, searching, mobile, ticketing
  - ◆ Global product owner for mobile support application; led re-design of internal support processes and experience; led research and design for re-architected Enterprise Manager 11G (& 12c) framework
  - ◆ Agile product manager role in many verticals and tasks; messaging, feature naming (“PowerView”, “Patch Plan”, “QuickLinks”), requirement definition, roadmap, documentation and training
- Faculty/Lecturer, User Experience** — Academy of Art University, San Francisco, CA 5/2011 to 12/2012
- ◆ Taught user experience design to the master’s students in the Web Design & New Media Department
- 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 more than 20 years' experience in software design, development, usability, and systems engineering. His mainstay is leading design teams of up to 50 people in major projects from inception to delivery. He shares expertise by developing software-training courses, presenting and leading workshops about usability, UX design practices, multimedia and Internet security. Richard spent many years developing key Oracle Support products that continue to assist hundreds of thousands of Oracle customers and more than 16,000 agents. Now, he's concentrating his expertise in the emerging space of conversational design for the Enterprise. Conversational design presents complex challenges in design and engineering on a daily basis. The technology is new and still being explored – both socially and technologically – even as we're building products around it. As the technology matures, customers come to expect more and more intelligent bots – they'll rely on assistive technology that helps them solve problems and carry out tasks with ever less effort on their part. Richard knows that as designer, and as development learns how to do this well, bots will deliver on that promise. His task is to create a robust, integrated and intuitive conversational design process, practices and digital assistants for Oracle.

**PORTFOLIO** Archived work at <http://tinyurl.com/rhmportfolio> (current work available upon request; information architectures, taxonomies, requirements, agile scrum UI reviews, design specifications, interaction designs, training materials, documentation materials, UX education seminars, design pillar, detailed designs, wireframes, surveys, and more)

**AWARDS**

<b>Customer Services Pacesetter Award</b> — <i>Q4 FY09</i> <i>MOS Web Performance Global Task Force Team</i>	<b>Enterprise Manager Spot Award</b> — <i>Dec 2009</i> <i>My Oracle Support</i>
<b>Enterprise Manager Spot Award</b> — <i>Feb 2009</i> <i>Enterprise Manager Innovations</i>	<b>Customer Services Pacesetter Award</b> — <i>Q4 FY08</i> <i>My Oracle Support Team</i>

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

**SOCIAL**

YouTube — <http://tinyurl.com/rhmyoutube>  
Facebook — <https://www.facebook.com/rhmillernj>  
Google — [rhmillernj@gmail.com](mailto:rhmillernj@gmail.com)