

JOHN K. MULLER, PHD

Twenty-five years experience as a UX designer working in close collaboration with end users, designers, researchers, product managers and developers

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WORK EXPERIENCE

Nov 2021 – Present

PRINCIPAL CX DESIGNER

Veritas Technologies

Currently working in a triad model with product managers and developers iterating on mockups for backup and recovery software solutions

Nov 2020 – Nov 2021

DESIGN MANAGER

CentralSquare Technologies

Managed team of 12 UX and UI designers, evangelized design lead approach across all product divisions

April 2019 – Nov 2020

DESIGN TEAM LEAD

CentralSquare Technologies

Led team of UX and UI designers in user discovery and mockups for mobile and desktop community development software

November 1997 – April 2019

UX DESIGNER

International Business Machines (IBM)

UX consultant on multiple internal projects, improving outcomes through usability sessions, user interviews, heuristic evaluations, and competitive analysis

Extensive experience working with developers, product managers and end users to iteratively create detailed process flowcharts and wireframes

Collaborated on UX design and research across multiple teams to integrate external developer support sites into a single solution

SKILLS

Wireframes
Prototypes
Information architecture
Interactive process flowcharts
Ethnographic research
Usability testing
Competitive analysis
Heuristic evaluations
Enterprise design thinking

TOOLS

Balsamiq
Sketch
Figma

EDUCATION

December 1997
Doctorate of Philosophy
Human Factors Psychology
University of Central Florida

May 1990
Bachelor of Arts
Psychology
Rutgers University