

H M

Heather Merrill

U X

User Experience

PORTFOLIO
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CAREER OVERVIEW

Ask key questions. Solve the right problems.

Heather has successfully delivered scores of high-profile complex product designs in fintech and telecommunications. She holds a Masters from the University of Denver in Knowledge Technology. Her expertise includes research, prototyping, complex commerce applications, accessibility, mentoring, process, data analytics, collaboration, design systems & patterns. She uses Figma & other tools to create storyboards, journey maps, flows, wireframes, prototypes & high-fi mock-ups.

EXPERIENCE

Principal (formerly Lead & Senior) Product Designer, Charter Communications, Greenwood Village, CO

(8/2017 - 6/2023) 5 yrs. 10 mos.

- Delivered customer-facing & enterprise designs with multi-disciplinary, cross-functional teams for app & web
- Applied research, data, heuristics & design principles to create engaging & immersive experiences
- Drove innovation at the executive level

UX Architect, IBM Watson Health, Greenwood Village, CO

(9/2016 - 5/2017) 9 mos.

- Designed & prototyped navigation for a responsive Watson Health portal
- Created data visualizations & applied IBM Design Thinking for a population health management tool

UX Design Consultant, PayPal via Modis, San Jose, CA

(full-time from Denver, CO 12/2011- 6/2016 & 5/2010-5/2011) 5 yrs. 6 mos.

- Produced concepts & prototypes for the PayPal Wallet page. Delivered wireframes, flows & prototypes on scores of other priority global projects now experienced by millions of consumers
- Designed pages & flows for linking a bank account in the US & UK which generated significant revenue
- Used ethnographic research & empathy maps to uncover new product ideas

UX Designer, Western Union, Englewood, CO (9/2011-12/2011) 3 mos.

- Incorporated complex international KYC compliance rules into page designs

EDUCATION

Master of Applied Science, Knowledge & Information Technologies - Web Design Concentration, University of Denver, Denver, CO (2006-2009)

Bachelor of Music, Oboe Performance, University of Colorado, Boulder, CO

Other training: Toastmasters, Lean UX, SIL Cross-Cultural Communication Course, SIL Anthropology (3 month experiential intensive training), SIL Resilience & Relationship Training & Swahili study

Tools: Figma, Sketch, Zeplin, Axure, Invision, Adobe Creative Suite & more

COMMUNITY INVOLVEMENT

Second oboist in the Arapahoe Philharmonic Orchestra

Member of the Denver UX Community, Women in Cable Technology & Christ the King Anglican Church