

Richard H. Miller, Ph.D., MBA

User Experience Design, Director

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Seasoned UX Design & AI Leader Driving Innovative, Customer-Centric Solutions

Seasoned UX design expert and conversational AI leader with over 20 years of Fortune 500 experience. Skilled in building high-performing global teams, spearheading AI/ML initiatives, and delivering cutting-edge, user-centered solutions. Proven track record of empowering billions in revenue through driving cross-functional collaboration and transformative product design. Seeking leadership opportunities with a focus on driving impactful results.

Career Accomplishments:

- “Hire and inspire” for an AI design team of 10+, including managers and conversational analysts. Backed 100+ developers for SaaS Finance, Expenses, HCM, and Sales. Grew team from inception.
- Crafted the cutting-edge Oracle support portal from scratch, empowering \$15B of revenue. Drove the strategic product vision from ideation to execution over 18 major releases.

Expertise Highlights

Team Building & Leadership	Information Architecture	Interaction Design
User-Centered and UX Design	Design Strategy & Planning	Agile Development
Use Cases, Mockups & Flow Diagrams	Human Factors Engineering	Machine Learning
Design Guidelines and Design Principles	User Research & Data Insights	Conversational AI UI

Career Highlights

Business Strategy Consultant

2021 – Present

- Advise startups like wove.com, Pipeline, FreshDesign, and a stealth company. Focused on product development, program and operations, personas, and go-to-market strategies.
- Writing a book for Packt Publishing (2024) on interaction design for enterprise ChatGPT (Generative AI).

Oracle Corp., Redwood Shores, CA

Senior Director Level Architect (Conversational Design for AI and NL)

2015 – 2022

Founded and led a powerhouse 10+ member design, AI, writing, and conversational analyst team, supporting 100+ developers for SaaS business applications in FinTech, Sales (CRM), HCM, and Support. Owned customer experience initiatives for Hilton, Heathrow Airport, Co-op, Nationwide, and assisted with Costco.

Design team key achievements:

- Successfully improved user value by designing multimodal experiences (Slack, Teams, and Web) and SMS.
- Collaborated and partnered with developers, data science, and product management to deliver tested polished mockups, production content, and specifications to engineering.
- Cancer screening conversational AI tool for prostate cancer.
- Successfully boosted Oracle’s conversation AI skills to a 97% quality bar.
- Architected customers' search experiences with processes and tools for federated and non-federated results for all Oracle Applications. Nailed usage monitoring for NLP and conversational-based results.
- Engineered cutting-edge AI solutions, including Expense Assistant AI for financial services, and implemented the groundbreaking Oracle Virtual Assistant conversational UI platform.
- Championed language strategy, conversational guidelines, and global training deployment. Engineered to support cultures, regional dialects, localization, and internationalization.
- Improved UX for 100+ design patterns and components by mentoring about 18 designers across orgs.
- Set requirements and designed components for financial services, focusing on ML entities, usability, graphical hybrid components, and data manufacturing.

UI Architect

2005 – 2015

Ensured continuous improvement and instituted the Agile team development plan for a 300-person (primarily engineers) organization across 100+ products. Served as Global product owner for Oracle Support mobile design and re-engineered internal support processes for iOS and Android. Reduced some flow processes by 75%.

Key Achievements

- Led the design (shipping from zero to 1 and to 18+) of My Oracle Support (MOS is a \$15B business). Instrumental in hiring engineering and managing sales and service teams from inception.
- Focused on enterprise solutions (won an industry award) and resolved architectural issues (internal award) through stakeholder influence and cross-org partnerships.
- Design leader and digital transformation lead for MOS. Crafted the strategic design vision for executive leadership, including Larry Ellison.
- Developed an innovative shared component & algorithm with 80% accuracy and a slew of other innovations within wizards, in-line toolbars, accessibility components, and time pickers.
- Unleashed game-changing features "PowerView," "Patch Plan," and a unified product finder.
- Storytelling craft applied to 10+ use-case demos viewed by 100K customers for the launch of new services.

Academy of Art University, San Francisco, CA

Faculty/Lecturer, User Experience

2011 – 2012

- Taught user experience design to master's students in Web Design.
- Taught flow diagrams, information architecture, design process, and research methods.

Opsware Inc. (now HP), Sunnyvale, CA

Director of Product Design, UI Design Lead

2002-2004

- Managed teams for design, research, internationalization (I18N), online help, and training.
- Successfully enhanced experience by inventing novel web solutions, including advanced scheduling, feature inheritance, server browsing, and interactive reporting.

Additional Experience

Management Consulting — Merchant Circle, Redwood City, CA

Director of Software Engineering & UI Design — Embrace Networks, Sunnyvale, CA

Senior Director Product Management & Design — Enuncia Comm., Fremont, CA

Senior Director Product Design — Softcom (became IVT), Iselin, NJ

Media Systems Engineer — Bellcore (now Iconectiv), Piscataway, NJ

Manager & Student Representative — Apple Computer, Inc., Blacksburg, VA

Education and Portfolio

Ph.D. Industrial & Systems Engineering Option: Human Factors | Virginia Polytechnic Institute & State University

Title: User Interface (UI) Design and Evaluation of a Shipboard Electronic Warfare Console

Master of Business Administration | Pamplin School of Business

M.S. Industrial & Systems Engineering, Option: Human Factors Engineering | VPI&SU (Virginia Tech)

Title: Effects of Graphical UI Inconsistencies on Subjective and Objective Measures of Usability

B.S. Applied Psychology, Minor: Drama and Film | Georgia Institute of Technology — Atlanta, GA

<https://tinyurl.com/RHMillerPortfolio>