



DEREK MILLER

IT Specialist | Digital Designer | Front-End Developer



Portfolio
derekjmiller.com

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EXPERIENCE

IT Service Desk Specialist / Squad Backup Progressive Insurance | Aug 2021 - Present

- Provide tier 1 chat and phone technical support.
- Provide support and mentorship to other service desk techs.
- Participate in focus groups aimed at further innovating and optimizing the company's service desk infrastructure.
- Achieved highest quality assessment scores in my team for 2022.

IT Systems Engineer | Jan 2023 - Present

- Chosen above my peers to assist T2 engineers with more complex escalated issues as part of the loan-in Rover Program.

Digital Designer / Front End Developer DM Design & Development | Nov 2019 - Dec 2022

- Designed and developed user friendly, responsive web interfaces.

Systems Administrator & Web Specialist Ink Rebels/Northern Ohio Printing | May 2018 - June 2021

- Oversaw, troubleshoot, and scaled the company's entire IT infrastructure across both Windows and Mac platforms.
- Coordinated with hardware/software vendors when needed.
- Developed, designed, and implemented solutions in the areas of e-commerce, web design/development (mostly Wordpress with bits of custom code), security, & digital marketing.
- Introduced NFC tech into an inventory management workflow.
- Implemented a hybrid cloud workflow using Google G Suite.

IT Support / Graphic Designer University of Northern Iowa | Aug 2012 - May 2014

- Provided tier 2 support for computers in 63 computer labs.
- Designed logos, backgrounds, and other marketing material.

ACCOMPLISHMENTS & CERTIFICATIONS

Google IT Support Professional Certificate

Coursera | July 2020 | Completion of 5 courses

TEDx Talk on Biomimicry

<https://www.youtube.com/watch?v=YcLoKXtUa6k>

Creativity Research Journal Publication

Emily B. Kennedy, Derek J. Miller & Peter H. Niewiarowski (2018)
Industrial and Biological Analogies Used Creatively by Business Professionals, Creativity Research Journal, 30:1, 54-66, DOI: 10.1080/10400419.2017.1411631

ABOUT ME

Whether it's building a computer or an entire IT infrastructure, I live for exercising the systems-based thinking required to develop technical solutions. This fascination is also present in my passion to create beautiful, intuitive, and responsive website interfaces and experiences with front-end web development and digital design.

EDUCATION

UNIVERSITY OF NORTHERN IOWA 2014

B.A. - Graphic Design

B.A. - Biology

UNIVERSITY OF AKRON 2015 - 2017

PhD - Integrated Bioscience & Biomimicry
(Left after 2 years of coursework and research)

SKILLS

Technical Skills

Windows & Mac OS
IT Troubleshooting
Backup Management
IT Security
Cloud Storage
Networking
HTML & CSS
Adobe Suite
Javascript
A/B Testing
Wordpress

Soft Skills

Communication
User Empathy
Adaptability
Creativity
Curiosity