

Chris Myles

Hello, I am a product designer & adventure seeker. My key focus is being attuned to individual & communal needs, hone in on identifying key resources, highly focused on meeting deadlines, adaptive to high-pressured environments, relentlessly resourceful, persistently resilient in harmonizing ideals. Continual pursuit of living, learning, & listening. Influence team engagement, thought provoker, evangelize the human centered design process. Explore the outside.

EDUCATION

Masters of Science in Human Computer Interaction design at Indiana University, 2012-2014.
Bloomington, Indiana

Bachelor of Science in Informatics with a focus in graphic design at Indiana University, 2009-2012.
Bloomington, Indiana

CONTACT

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EXPERIENCE

eBay - Buyer Experience | Portland, OR, moved to fully remote in Utah Sr. Product Designer | 2020 - Present

My eBay product eco-system design lead. Partner with research to establish a yearly plan for customer engagement. Our team is the first product adopter of updated eBay's newly updated Design system. Purchase History 2.0 modernization, enhanced tracking and up to date item status changes. Seller initiated offers to buyers. Support Payments org / Buyer Program signal support. I lead a team of 3 designers to define a North Star for My eBay 2022. Our goals: are to increase GMV associated with pre-purchase pages, convert into buyers, have a focus time awareness, provide ability to the customer to search, sort, and filter their items. Keep track of your post-purchase items and starting returns. Increase buyer feedback to sellers. Attend and present in VP level reviews to get approvals for designs and proposals.

eBay - Identity, Risk & Trust | San Jose, CA Product Designer 3 | 2017- 2020

Lead multi year strategy for sign in / onboarding re-design, social integration, and personalized sign in. Impact lead to a 6% increase in registrations. 10M social sign-ins in the first 3 months globally. 15% increase in account recovery rates. This effort accounted for 80% of the company's goal for attracting and retaining new buyers on the platform. Design and launch the foundation of security, authentication, and account recovery on eBay, by enabling 2FA, 1FA, biometric sign in, One Time Pass code, enhanced password verification of Identity, session management. Our team assisted in keeping eBay up to global standards by adhering to GDPR mandate in a short time frame.

eBay - eBay Local within Seller Experience | San Jose, CA Product Designer 2 | 2014- 2017

I worked on products named: eBay Now & eBay Valet. Create awareness on new BOPIS feature. Create awareness of eBay Now, which was eBay's first delivery service. On the Seller Experience team we focused on increasing seller inventory, adopt new sellers to the platform by providing an experience where eBay takes its large inventory and gives the customer values for their items calling it "What's it worth". eBay Value is an experience where an expert lists and sell your items for you for a small percentage.

eBay - Android Design team | San Jose, CA Product Designer Intern | Summer 2013, 4 months

As an intern, I got the chance to create a multi-photo upload process for Android Seller experience listing flow. I created a coupon icon to show on View item pages to indicate a deal. Provide a Heuristic evaluation of the full Android app with design suggestions. Explore / concept broadly a new app icon style, complete competitive analysis of the e-commerce industry. Kicked off documentation and a framework for an Android Design Style Guide. Internship work showcase can be viewed here, cjmyles.me

WindTribe Kiteboarding - Android Design team | Remote Director of marketing | 2016 - present

We're community ambassadors! We strive to educate the community by partnering with local groups and organizations, sponsoring charity events and beach cleanups, introducing new spots to ride, providing increased safety awareness, and maintaining hazard-free launch zones.

We're focused on the environment! 35% of all our proceeds go to supporting environmental charities. With the future of our oceans resting heavily on our shoulders, we strive to implement earth friendly practices, encourage global awareness and promote sustainability. We hope to promote the use of renewable resources in our community and educate people on how to keep our bodies of water clean for future generations.

Indiana University - School of Informatics | Bloomington, Indiana Associate instructor | 2012 - 2014

As an Associate instructor, I assisted the professor in semester long Multi-media course, aiding in grading, facilitating workshops, and hosting class room design process activities. One day a week, I would have a group of students in a studio style environment working on their semester long project, where we hosted design critiques, defining deadlines, check ins, and giving their peers feedback. I did this for two years while attending Grad school.