

BENJAMIN A. LEDUC-MILLS

AT THE INTERSECTION OF
USER EXPERIENCE, DESIGN, AND CODE

CONTACT

167 E. Villanova Dr.
Claremont, CA 91711 USA
917.434.5887
ben@benatwork.cc
Portfolio & Full CV @
benatwork.cc

EDUCATION

Ph.D., Computer Science 2014

University of Colorado, Boulder
Concentration: Human Computer Interaction
Advisor: Michael Eisenberg
Thesis: "Embodied Fabrication:
Body-Centric Devices for Novice Designers"

M.P.S., Interactive Telecommunications 2008

New York University, Tisch School of the Arts
Thesis: "MAPP: Mechanical Art Production
Platform"

B.A., Philosophy 2003

University of California, Santa Cruz
Highest Honors

SELECTED PUBLICATIONS

Developing an Elementary Engineering Education
Program through Problem-Based Wearable
Technologies Activities

Barker, B. et al.

Handbook of Research on Wearable and Mobile

Technologies in Education

J. Holland(Ed.), IGI Press 2015

Lending a Hand: Supporting the Maker Movement in
Academic Libraries

Rodgers, A., O'Connell, B., and Leduc-Mills, B.
ASEE 2015, Seattle, WA USA.

PopCad: Towards Paper-Based Fabrication Tools for
Children

Leduc-Mills, B., and Eisenberg, M.

FabLearn 2014, Stanford, CA USA.

Embodied Fabrication: Body-Centric Tangibles for
Digital Making

Leduc-Mills, B.

FabLearn 2013, Stanford, CA USA.

Seeing Solids via Patterns of Light: Evaluating a
Tangible Input Device

Leduc-Mills, B., Profita, H., and Eisenberg, M.

IDC 2012 Workshop, Bremen, Germany

The UCube: A Child-Friendly Device for Introductory
Three-Dimensional Design

Leduc-Mills, B., and Eisenberg, M.

IDC 2011 Ann Arbor, MI, USA

RELATED EXPERIENCE

STAFF USER EXPERIENCE RESEARCHER @ GITLAB, INC.

March 2024 – Current | Remote from Claremont, CA

As a Staff researcher, I've focused on producing research artifacts that span company-wide initiatives, have broad reach, or serve as infrastructure upon which teams can build.

- Rebuilt GitLab's Jobs-to-be-Done practice, incorporating Opportunity Driven Innovation (ODI) scoring to prioritize product roadmaps across teams.
- Delivered a vision of the 'Golden Journey' across the SDLC, producing an artifact instrumental in framing GitLab's future roadmap with AI.
- Authored Project Keystone, an executive sponsored program to address GitLab's fragmented data and experimentation infrastructure, researching and writing the business case and roadmap myself.
- Led an end-to-end study of GitLab Duo's (AI tool) onboarding journey, including a service design blueprint and workflow diagram highlighting friction points.
- Wrote a competitive analysis of the AI-powered Code Review market for internal strategy and product discussions.
- Built and deployed an AI-powered internal research library, democratizing access to research insights across the company and allowing plain text queries to be directly addressed by AI, linking back to source material.

SENIOR USER EXPERIENCE RESEARCHER @ GITLAB, INC.

October 2021 – February 2024 | Remote from Claremont, CA

Created and launched GitLab's usability benchmarking program, including the methodology and handbook documentation.

- Ran 2 studies, 20 users each, 18 months apart, establishing and then tracking improvement in usability metrics across 5 dimensions for 20 tasks.
- Built a user testing sandbox with scripted synthetic data to ensure realistic yet repeatable study scenarios.

SENIOR EXPERIENCE DESIGN RESEARCHER @ AUTODESK, INC.

October 2019 – October 2021 | San Francisco, CA

As the first IC Researcher on Autodesk's Platform Services and Components group, I led research efforts spanning individual studies to full, org-wide practice-building.

- Led a 7-person meta-study synthesizing 3 years of research into one framework ('Six Islands'); designed the visual model and infographic.
- Led 32 stakeholder interviews to define a 600-person org's analytics strategy, using JTBD to turn siloed needs into a funded roadmap.
- Built the research discipline from scratch for that same 600-person team — processes, tooling, and training.

PRINCIPAL EXPERIENCE ENGINEER @ AUTODESK, INC.

March 2017 – September 2019 | San Francisco, CA

Sole UX researcher on EAGLE (electronics design software). Designed and shipped code directly (C/C++), including a full visual redesign (1,500+ lines of CSS and 300+ icons).

USER RESEARCH & SOFTWARE PROTOTYPING @ GOOGLE, INC.

November 2015 – March 2017 | Mountain View, CA | Via Adecco

ATAP team member (Advanced Technologies and Projects) on Project Soli (a radar-based micro gesture-sensing platform). I built coded hw/sw integrated research prototypes and led sensor integration protocols and motion capture studies.

R&D SWISS ARMY KNIFE @ SPARKFUN ELECTRONICS

MAY 2011 – OCTOBER 2015 | NIWOT, CO

Research, hardware, and documentation for consumer IoT products at a leading open-source hardware company; released 8 new products in 2015. Also spoke at the Open Hardware Summit that same year.