

TELEPHONE  
940 999 0672

WEBSITE  
www.neiloller.com

E-MAIL  
ollcn85@gmail.com

# NEIL OLLER

Design Research

As a life long learner, I naturally discover various ways to optimize experience, but its thorough attention to details and critical thinking that inform my research methods. Attention, learning, details, purpose.



## EXPERIENCE

2021 / 2024

Customer Center  
Agent

- Pays close attention to details
- Professional, public facing service
- Complexly networked systems
- Continuous contextual discovery
- Participatory anthropology
- Positive psychology
- Usability testing

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- United Parcel Service

2025 / 2026

Package Delivery Driver

In this sun-up to sun-down job, we strive to complete every stop with serious regard for public safety and professionalism. I love the routinely brisk-paced work, it feels natural. Its an *out of the office*, on-road adventure with fresh air and sun.

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- United Parcel Service

## EDU

2019 / 2023

University of North Texas  
BFA Comm Des / UXD

## REF

Matt Reep  
UPS On-Road Supervisor  
682 465 3355

Anthony Mize  
UPS On-Road Supervisor  
940 231 9444

## SKILLS

Design Research



Critical Thinking



Prototyping



Public Relations



Problem Solving



Contextual Inquiry

