

Milo STRICKLAND (they/them)
Social Impact Designer & Qualitative Researcher

Portfolio: [curbcutdesign.studio](https://curbcutdesignstudio.com)
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MY APPROACH

I am a trauma-informed human centered designer & qualitative researcher with 15 years of experience. I call my practice [Curb Cut Design Studio](https://curbcutdesignstudio.com) to honor the principles of universal design & [disability justice](#) that guide me. I am a signatory & practioner of the [Design Justice Principles](#). Visit my website at [curbcutdesign.studio](https://curbcutdesignstudio.com) for more.

QUALITATIVE RESEARCH EXPERIENCE

Qualitative Research Independent Consultant

Global, 2017 - Present (list is not comprehensive)

- **Headlight Consulting** (2024) - Completed qualitative coding & analysis for a USAID project on inclusive policy making in Ethiopia
- **Knowledge Partners** (2023) - Trained & facilitated a team to complete a mixed-methods inquiry into how global USAID employees implement data & evidence
- **Savvy Cooperative** (2021-2022) - Conducted patient-centered design research on behalf of healthcare providers, covering topics such as social determinants of health, rare diseases, & DEIA
- **Wondros & National Institutes of Health** (2021) - Facilitated a design research process to understand the perceptions of biomedical research among chronically ill, disabled, LGBTQIA2S+, & neurodivergent people
- **Beloved Economies** (2017 - 2022) - Provided writing, editing, research, & analysis for a book on collaboration & systemic impact
- **Laterite** (2014) - Mapped community assets in rural Rwanda for a Food & Agriculture Organization evaluation of a public works program

[Ashoka](#), Knowledge Manager

Washington, DC, 2015-2017

- Synthesized the insights from Ashoka's global network of social innovators to equip foundations, philanthropies, corporations, and institutes of higher education to drive systemic social impact
- Managed global, interdisciplinary teams of 30+ experts
- Improved rigor team-wide by strengthening community-based prototyping methods & championing the adoption of ATLAS.ti for qualitative analysis
- Served as lead author, researcher, & project manager on four qualitative studies. Topics included [wellbeing](#), [patient-centered healthcare](#), innovative lawyering, and impactful [pro bono partnerships](#)

[Inyenyeri](#), Monitoring & Evaluation Manager

Gisenyi, Rwanda, 2012 - 2014

- Designed organization-wide monitoring & evaluation strategy
- Prototyped a Customer Relationship Management (CRM) database
- Convened a [team of researchers](#) to conduct a randomized control trial with \$3 million in funding from the National Institutes of Health
- Led a 100-household study of fuel savings
- Recruited, trained, & managed a team of 6 enumerators
- Implemented customer surveys to track health impacts

[Sustainable Health Enterprises](#), Global Health Corps Fellow

Kigali, Rwanda, 2011

- Interviewed banana farmers in rural Rwanda & recommend business model adaptations for improved viability ([case study here](#))

Public Policy Honors Thesis, UNC Chapel Hill

Rwanda, 2010-2011

- Conducted a comparative case study analysis of business strategies in the coffee & honey sectors of Rwanda by interviewing farmers, factory workers, & managers and analyzing results in ATLAS.ti

EDUCATION

MA in [Social Design](#)

Maryland Institute College of Art (MICA)
Baltimore, Maryland, 2019
Graduate Merit Scholarship Award

BA in Public Policy

Minor in Social Entrepreneurship
University of North Carolina at Chapel Hill
Chapel Hill, North Carolina, 2011
Graduated with Honors

SKILLS

Human Centered Design (HCD)

- Facilitating end-users, community members, & key stakeholders to design impactful products, services, and systems
- Adapting the HCD process to be more equitable, accessible, & trauma-informed
- Conducting user, ethnographic, observational, & analogous research, including activity-based (e.g., card sorting) & virtual/remote methods
- Creating user personas, journey maps, & stakeholder maps
- Community-based, low-fidelity prototyping
- Strategic implementation planning

Qualitative & Mixed Methods Research

- Qualitative interviewing, including preparing interview guides that target project objectives
- Rigorous experimental & survey design, including sample size calculation
- Qualitative data analysis & synthesis, including co-design methods
- Qualitative coding using ATLAS.ti, Dedoose, Mural/Miro, Dovetail, & analog methods
- Familiarity with the IRB approval process

Social Impact Strategy

- Offering accessible & trauma-informed facilitation to people with intersecting identities
- Analyzing structural & interpersonal power dynamics based on race, class, disability, gender, colonizer/settler, neurodivergence, etc.
- Developing & implementing impact evaluation strategies
- Caring for the relationships & wellbeing of a collaborative team

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HCD FACILITATION PROJECTS

HIPS & SWIRL // Washington, DC, 2018-2020 ([case study here](#))

- Facilitated a team of sex workers through the HCD process to redesign HIPS programs
- Fund-raised for, recruited, & trained a co-facilitator from the community

American Heart Association // Baltimore, 2019 ([case study here](#))

- Led stroke survivors through the HCD process to design a recovery toolkit for stroke patients
- Offered accessible facilitation to stroke survivors with aphasia

Johns Hopkins Center for Health Equity // Baltimore & Uganda, 2018-2019

- Led a 3-day HCD workshop in Uganda for community members and academic researchers ([case study here](#))
- Facilitated a Community Advisory Board meeting in Baltimore to identify community-based public health communication strategies

Johns Hopkins School of Nursing CAPABLE Program // Baltimore, 2018

- Practiced the HCD process with a client-centered home healthcare program
- Used interactive interviewing methods (eg photo journaling) with health workers
- Prototyped a website & iconography to promote impact at scale

Baltimore City Innovation Team // Baltimore, 2018

- Provided short-term HCD consulting for a project to reduce vacant lots
- Conducted ethnographic interviews with neighborhood residents
- Prototyped a neighborhood-level democratic decision making process

Greater Baltimore Medical Center // Baltimore, 2018

- Provided short-term HCD consulting for a project to reduce errors during patient transfers
- Conducted interviews with hospital staff across multiple departments
- Prototyped a consent-based approach to communication

Buen Vivir Fund // Washington, DC, 2017-2018 ([case study here](#))

- Co-designed an impact investment fund with a multi-lingual team of grassroots organizers across the globe

Giving Works // Washington, DC, 2015

- Recommended [Liberating Structures](#) facilitation tools to World Bank leaders

Inyenyeri // Gisenyi, Rwanda, 2012-2014

- Facilitated design sessions with Rwandan customer service staff to improve health impacts for customers ([case study here](#))

COMMUNITY LEADERSHIP

Queer Quartz Designs, Founder

Washington, DC, 2019 - Present

- Selling handmade, up-cycled artwork at local art markets
- Co-hosting annual LGBTQIA2S+ and Disability Pride art markets

Design Justice Network, Co-Facilitator

Washington, DC, 2020 - Present

- Co-organizer with the Principles at Work working group
- [Zine](#) contributor

HIPS, Overnight Outreach Volunteer

Washington, DC, 2015-2019

- Provided microcounseling, social service referrals, harm reduction coaching, and safer sex & injection supplies to people who do drugs & sexwork

Burden of Proof Movement, Founder

Kigali, Rwanda, 2013-2015

- Founded an international platform for story sharing about gender-based violence

Community Empowerment Fund, Co-founder

Chapel Hill, NC, 2008-2010

- Co-founded an organization that provides financial services to people experiencing housing insecurity through relationship-based mentoring & matched savings

TRAININGS RECEIVED

- [Trauma-Informed Design](#), Rachael Dietkus & Sarah Fathallah, 2020
- Equity by Design Immersive, [Creative Reaction Lab](#), 2019
- Power & Privilege in Design, [Greater Good Studio](#), 2019
- Human Centered Design Bootcamp, [Design Impact](#), 2018
- [Better World By Design](#) Conference, 2018
- [Thousand Currents Academy](#), 2018
- [Qualitative Research Summer Intensive](#), Odum Institute, 2017
- [Detroit Summer](#), Boggs Institute, 2012
- [Global Health Corps](#) international public health intensive, 2011

AWARDS & PRESENTATIONS

- [Allied Media Conference](#) Presenter, 2022
- [DC Commission on the Arts & Humanities](#) Grant Recipient, 2020
- [Woodhull Conference](#) Presenter, 2020
- [UP/Start](#) Finalist, 2020
- [202 Creates Residency](#), 2020
- Johns Hopkins Center for Health Equity Fellow, 2018
- [Global Health Corps](#) Fellow, 2011