

Eileen Beall UX Researcher

SKILLS

- User Interviews
- Usability Studies
- Surveys
- Discovery Research
- Ethnography
- Personas & Empathy Maps
- Card Sorting
- Site Maps & User Flows
- Journey Maps
- Heuristic Evaluation
- Service Blueprints
- Wireframing
- Mockup Design
- Prototype Design
- Competitive Analysis

EXPERIENCE

User Researcher, ServiceTitan - Glendale, CA (Oct 2018 - Jan 2020)

- Conducted dozens of remote and field interviews including job ride-alongs with users
- Conducted discovery research on project that reduced user onboarding time by 75%
- Facilitated research kickoff meetings to identify priorities and align business objectives
- Created journey maps and service blueprints to align teams & identify workflow issues
- Wrote research plans, recruited participants, & assessed UX research tools & databases
- Uncovered internal inefficiencies & aligned siloed departments to foster collaboration

Freelance UX Design & Hackathons - Los Angeles, CA (2017 - 2018)

- WayRay Challenge 2018: Designed winning UX for AR HUD game for highway driving
- Creating Reality Hackathon 2018: Designed winning UX for AR emergency training app
- Cedars-Sinai: Led research & design of audio art walk app for cardiac recovery patients
- Hack for L.A.: Conducted interviews for app to increase citizen engagement with City Hall
- Springboard: Conducted interviews, surveys, card sorts, site maps, personas, and usability studies to research, design and prototype new educational travel app concept

Contract Software Analyst, Hulu via Ajilon Finance - Los Angeles, CA (2016)

- Uncovered bugs and inefficiencies in new software configuration, improving UX
- Created and tested company-wide training documents, incorporating UX feedback
- Designed and executed online survey for employee feedback on travel agency experience

Software Analyst (Accounting), Eamer Marketing + Design - Los Angeles, CA (2010 - 2018)

- Researched & transitioned to more efficient cloud-based accounting software

Research Coordinator, Miracle Berry - Los Angeles, CA (2009 - 2018)

- Designed survey, distributed samples, and compiled results for chemotherapy patient trial
- Increased sales by adding shopping cart capabilities and shipping options to website

EDUCATION

- Art Center College of Design, Pasadena, CA - Product Design & Communication Sketching
- Springboard, UX Design Course
- Udemy, Sketch A-Z
- Acumen Academy & Ideo, Human-Centered Design
- Washington University in St. Louis, St. Louis, MO - Bachelor of Arts in Anthropology

RELEVANT SOFTWARE SKILLS

- Validately
- Calendly
- Zoom, Google Meet
- Miro
- Microsoft Visio
- Lucidchart
- Typeform
- Survey Monkey
- Google Forms
- Invision
- Sketch
- Figma
- Pendo
- Tableau
- Salesforce
- JIRA
- Confluence
- Quip