

Eileen Beall User Researcher

SKILLS

Qualitative Research

- Discovery
- User Interviews
- Ethnography
- Usability Studies
- User Stories
- Card Sorting
- Heuristic Evaluation
- Competitive Analysis
- Affinity Maps
- Recruitment

Quantitative Research

- Surveys
- Data Analysis

Data Presentation

- Journey Maps
- Service Blueprints
- Graphs
- Personas
- Empathy Maps

UX Design

- Site Maps
- User flows
- Wireframes
- Prototypes

EXPERIENCE

User Research Lead, Charter Communications - Remote (May 2021 - Current)

- Created and carried out research plans start-to-finish as lead or solo researcher
- Moderated dozens of remote and onsite interviews and focus groups
- Conducted onsite journey mapping workshops and contextual observation
- Presented research and contributed data, sketching and ideation in design sprints
- Observed and analyzed dozens of call center recordings
- Trained and mentored junior researchers on tools and processes

User Researcher, ServiceTitan - Glendale, CA (Oct 2018 - Feb 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%
- Designed surveys and collected, analyzed and presented data
- 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

UX Designer & Researcher, Freelance - 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

Software Analyst, Hulu (contract via Ajilon Finance) - Los Angeles, CA (Feb 2016 – June 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

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 - Bachelor of Arts in Anthropology

RELEVANT SOFTWARE SKILLS (Sample)

Research Tools

- User Testing
- Optimal Workshop

Data Analytics

- Tableau
- Splunk
- Pendo
- Google Analytics

Design & Prototyping

- Figma
- Sketch

Data Visualization

- Lucidchart & Lucidspark
- Miro
- Mural
- Microsoft Visio

AI

- ChatGPT
- Gemini
- Kiro

CRM

- Salesforce

Surveys

- Qualtrics
- Survey Monkey
- Typeform
- Google Forms

Collaboration

- Microsoft Office
- Confluence
- JIRA
- Google Suite
- Slack
- Trello
- Dropbox
- Calendly
- Quip
- Zoom, Webex, Meet