

ELEANOR NESBIT

Product Designer | Seattle, WA | eleanornesbit.com

EXPERIENCE

Product Designer II | Redfin

November 2019 - June 2022

Lead design of the internal tools for Redfin's iBuying business, RedfinNow.

- Designed end to end valuation workflows and software that increased agent efficiency from 20 offers on homes a week to 80+, while increasing offer accuracy and decreasing customer wait times by more than 80%.
- Partnered closely with PM, AML, Engineering and our Real Estate operations teams to set strategy and deliver quarterly design projects.
- Planned and led a 25-person design thinking offsite around vision of RedfinNow customer experience.
- Introduced a UX research process for internal roles in RedfinNow and conducted qualitative interviews. Established a UX Metrics baseline survey to measure progress over time.
- Designed a scalable onboarding for new designers and their managers that helped team grow from 25 to 50+ remotely.
- Developed an Accessibility onboarding for new designers and trained designers on WCAG standards.

Graduate Capstone | Advised by REI Co-op

April - August 2019

A dashboard and work platform to help park rangers see actionable data and plan their work seasons.

- Designed mid and high fidelity screen mockups and prototype tested them on forest rangers.
- Conducted primary and secondary user research including interviews and contextual inquiries.
- Compiled and designed research report and design spec.

EDUCATION

Master of Human-Computer Interaction + Design

University of Washington | 2019

Certificate, UX Design

General Assembly | 2017

B.A., Political Science

Colorado College | 2014

SKILLS

Ideation

Information architecture

Interaction design

Interaction flows

Figma

Journey mapping

Personas

Prototyping

Service blueprints

Sketching

Storyboarding

Wireframing

Cognitive walkthroughs

Contextual inquiry

Semi-structured interviews

Task analysis

Usability testing

Survey design