

# ELEANOR NESBIT

Service & UX Designer | Seattle, WA | eleanornesbit.com

## EXPERIENCE

### Service Designer II | A1M Solutions

January 2023 - Present

Facilitating service design at the Department of Health & Human Services' Office of Inspector General (HHS OIG).

- Design digital products within the Data Analytics division.
- Collaborate with user researchers to help shape research methods and objectives.
- Plan and lead workshops to facilitate decision making across key stakeholders and groups.

### 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.

## 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