

# DAVID EISENMENGER

UX RESEARCHER

## ABOUT ME

A user experience researcher with a diverse background in product design, social work, and healthcare management. My focus is to solve problems with solutions that create a seamless user experience, make people happy, and add value to the product. My approach uses human centered design in eliciting user needs and goals working creatively and collaboratively toward solutions.

## CONTACT

101 Stevenson Ave  
Louisville, KY 40206  
502.468.4978  
david@heronblue.design  
www.heronblue.design

## SKILLS

Research

Interview

Survey

Comparative Analysis

Usability Testing

Design

Persona

Journey Mapping

Wireframing

Prototyping

Tools

Sketch

Adobe Creative Suite

InVision

Languages

HTML/CSS

JavaScript

## EXPERIENCE

### Freelance

Dec 2017 - Present

#### Researcher and Designer

User experience research and design for clients. Recent projects include user research, interactive design for web and mobile.

### Friendship Health and Rehab

Feb 2016 - April 2019

#### Director of Social Services

Focus on customer experience and patient wellbeing. Enhanced patient care related to Social Services from the 15th percentile (national) to "deficiency free" status in all 42 areas of Quality of Care as measured by CMS annual survey. (2016-2019)

### Signature Healthcare, LLC

May 2013 - Feb 2016

#### Director of Education & Research

Researched, developed, and directed palliative care program piloted at 5 long term care facilities across a regional network. Researched, developed and delivered diversity and inclusion program for use with front line staff in 13 long term care facilities in urban markets.

### Signature Healthcare, LLC

Oct 2009 - May 2013

#### Director of Spirituality

Led initiatives focused on patient and staff wellbeing. In a high turnover field, average monthly nursing turnover reduced by a 3% in 12 month period. Community Outreach Award for program adding value to the patient, family, community connection. CMS deficiency free annual surveys 2012, 2013.

## EDUCATION

### User Experience Design Course

May 2018 - April 2019

#### Springboard

### Front End Web Development Track

Sept 2017 - Mar 2018

#### Code Louisville

### M.A. Marriage and Family Therapy

Aug 2005 - May 2007

#### Louisville Presbyterian Theological Seminary

### B.A. Peace and Global Studies

Aug 1999 - May 2001

#### Earlham College