

Dave Luetger

User Experience Designer

luetger.com

dluetger@gmail.com

SKILLS

Disciplines

- User research
- Usability testing
- UX strategy
- Interface design
- Prototyping
- Service design
- Accessibility
- Client relations
- Design systems
- Information architecture
- Workshop facilitation
- Project management

Methods

- Card sorting
- Click-through prototyping
- Competitive analysis
- Contextual interviews
- Heuristic evaluation
- Storyboards
- Think-aloud testing
- Wireframes

Software

- Figma
- Sketch
- HTML/CSS/Sass
- Airtable
- Adobe Suite
- Affinity Suite

WORK

18F

Senior User Experience Designer // June 2020 – Present

- UX Design, research, and strategy on cross-functional teams across eleven projects for nine federal agency partners
- Designed workflows and wrote usability tests for IRS Direct File, which helped 140,000 taxpayers file for free in 2024
- Led UX strategy, research, and front-end prototyping to improve the experience of applying for U.S. Forest Service Special Use Permits
- Interviewed over 100 judges, clerks, and technical staff at the Administrative Office of the U.S. Courts, ultimately recommending an agile path forward on their internal docketing system
- Co-led the TTS Research Guild for 18 months, facilitating a collaborative and educational space for colleagues to learn about new methods and develop their skills

NASA Ames

User Experience Designer // June 2015 – May 2020

- Led design and research on DEX, a tool for SLS engineers, saving them 15 days per review
- Led an effort between design and development to create a new design system
- Led an effort to improve the accessibility of NASA's Mission Assurance System
- User research, usability testing, information architecture, and interface design supporting human spaceflight missions

Underwriters Laboratories

User Experience Designer // May 2014 – May 2015

- Research, usability testing, and interaction design for product safety tracking tools
- Led the creation of a new user experience design practice at a 100+ year old corporation

Fino Consulting

User Experience Designer // August 2013 – May 2014

- Design and research for mobile applications in energy pricing and education
- Championed user-centered design methods at a small, engineering-focused consultancy

EDUCATION

Carnegie Mellon University

Master of Human-Computer Interaction // August 2013

University of Illinois at Urbana-Champaign

Bachelor of Arts in Sociology // May 2012