

# Dave Luetger

User Experience Designer

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## 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

- Design, UX research, and project leadership as a part of 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 US Forest Service Special Use Permits
- Interviewed over 100 judges, clerks, and technical staff at the Administrative Office of the 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

- Performed user studies and led design on DEx, a tool for SLS engineers, saving them 15 days per review
- Leading an effort between design and development to create a new design system
- Leading 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 through workshops and introducing new methods

### 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, developer-led agency

## EDUCATION

### Carnegie Mellon University

Master of Human-Computer Interaction / August 2013

### University of Illinois at Urbana-Champaign

Bachelor of Arts in Sociology / May 2012