

Todd Eischeid

address 109 S Knightsbridge Rd.
Cary, NC 27513

tel 919.434.4214

email toddeischeid@gmail.com

web toddeischeid.com

Goal

An opportunity to contribute a blend of creativity, human factors psychology, user experience, design, and software development skills. This breadth offers a unique skill set to a team. I naturally think in terms of novel and creative solutions to problems, and enjoy building the designs that I create. The best user experience comes from a deep understanding both of users' jobs and of the technologies used to craft that experience.

Experience

Principle UX Researcher and Designer, Allscripts Healthcare, Raleigh, NC January 2012 - Present

Inventor/co-inventor on 15+ patents/disclosures at Allscripts.

User Research and Testing

Shadowed nurses in hospital settings to gather user requirements for a mobile nursing application

Shadowed family physicians for a natural language processing dictation EHR feature

Interviewed third-party developers to understand their usage of Allscripts application interfaces.

Interviewed medical practice patient portal administrators to gather requirements for our portal administrative console.

On-site usability testing at multiple sites across the U.S. for a home care mobile application.

Web UI Development

Created web application to document clinical risk items. I performed all roles for this product: requirements gathering, UI design, development, and ongoing maintenance/support. Uses Angular and Swift+Vapor for the Web API.

Created UI proof-of-concept applications using Angular and D3js. Showed technical feasibility of UI designs.

Created a patient data generator in Swift that creates realistic

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patient records for use in UI designs and development testing.

Created a UI development starter kit. It is a collection of NPM packages that greatly reduce the development effort needed to align with UX design guidelines. Used across the company.

Data Visualization and Analysis

Used R statistical software for formal analyses and visualizations using ggplot:

Explored Opioid data for trends and to answer questions that the client had about their opioid prescriptions.

Analyzed usage analytics and visualized using ggplot; used the results to create UI prototypes that had similar data to the real application

Conducted a study on icon preferences and I used R for the statistical analyses and final charts.

Created data visualization guidelines to be used across the company. Allscripts heavily used Power BI, and I was required to tailor the guidelines assuming that PowerBI would be the tool used.

Human Factors Engineer, IBM Corporation, Research Triangle Park, NC May 2004 - January 2012

When mobile design first started, gained fluency in mobile application design, mobile web UI frameworks, technologies for cross-platform deployment, mobile specific usability and user interface design best practices.

Achieved IBM Master Inventor status. Inventor and/or co-inventor on 25 United States patents.

Planned and conducted usability tests with customers; presented results to software developers and project managers; worked to get improved designs into the products.

Created high fidelity design prototypes using the Dojo javascript toolkit

2008-2011: User Centered Design Lead for System x server systems management tools, including Integrated Management Module, Bootable Media Creator, UpdateXpress System Pack Installer and BladeCenter Start Now Advisor (SNA). Software architecture of SNA as well as leading the UI design.

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Awarded employee excellence award for my work on SNA.

2005-2008: User Centered Design Lead for IBM BladeCenter software, including Advanced Management Module (AMM) and RSA-II web consoles.

2004-2005: User Centered Design Lead for storage system software (TotalStorage Productivity Center)

Senior Human Factors Consultant, Booz | Allen | Hamilton, Hampton, VA May 2002 - May 2004

Worked with NASA Langley Research Center on cockpit display specifications for the Distributed Air/Ground Traffic Management (DAG-TM) Free Flight concept

Prototyping, user testing, and specifications for free flight navigation display and primary flight display symbology

Data management, data reduction, and statistical analyses on experimental results

Experimental design and airspace scenario development

Skills

User Requirements Gathering / Field Research ★★★★★

User Interface Design and Prototyping ★★★★★

Experimental Design and Statistics ★★★★★

Usability Testing ★★★★★

Angular 9+ applications ★★★★★
Typescript, javascript, Angular CLI, svg + data visualization

SCSS/CSS ★★★★★
flexbox, css grid, Bootstrap layout system

Sketch, Adobe XD, Abstract, Illustrator ★★★★★

Server-side Swift + Vapor ★★★★★

R Statistics Software ★★★★★
RMarkdown, ggplot

Python ★★★★★

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Education

Ph.D. Human Factors Psychology, Old Dominion University, Norfolk, VA

Title of Dissertation: Perceptual Cues And Subjective Organization In
A Virtual Information Workspace

Chairperson: Mark W. Scerbo, Ph.D.

Minor: Computer Simulation / Applications of Artificial Neural Networks

M. S. Psychology, Old Dominion University, Norfolk, VA.

Title of Thesis: The Effects of Task Partitioning and Computer Skill
Level on Operator Engagement and Performance in an Adaptive,
Biocybernetic Environment.

Chairperson: Mark W. Scerbo, Ph.D.

Thomas K. Dempsey Scholarship Award Winner - outstanding student
research paper in the Human Factors field

B.S. Psychology, Virginia Tech, Blacksburg, VA