

MICHAEL EISEN

www.mikejeisen.com | mikejeisen@gmail.com

EDUCATION

University of Washington

Seattle, WA · Sep 2020 – Aug 2021

Master of Human-Computer Interaction and Design

Drexel University

Philadelphia, PA · Apr 2012 – Jun 2017

BS in Business Administration – Cum Laude
Management Information Systems, Psychology Minor

WORK EXPERIENCE

Think Company | UX Designer

Philadelphia, PA · Jan 2022 – Present

- Responsible for feature requests: clarified requirements, developed concepts, and delivered hi-fi prototypes
- Researched user workflows via side-by-sides and interviews; synthesized and presented findings to help conceptualize executive-level vision for future products
- Developed complex user flows and optimized team processes to pilot executive-level vision
- Communicated design decisions, prototypes, research findings to establish a shared understanding

Pfizer Inc. | Technology & Mobile Business Analyst

Collegeville, PA · Sep 2015 – Mar 2016

- Researched and evaluated emerging technologies, assessing potential applications
- Recommended technologies for disciplined experimentation to Senior Manager
- Participated in all levels of cross-team brainstorming sessions, acting as a product expert

ThatWillBuffOut Automotive Detailing | Entrepreneurship, Sales, and Automotive Detailing

Haverford, PA · Jun 2012 – Sep 2014

- Founded and ran business with partner focusing on delivering premium auto detailing services
- Sustained loyal clientele through trust-based selling, personalized car and expert advice
- Developed best practices and procedures to improve cost estimate, resource planning and service delivery

PROJECT EXPERIENCE

Dory, Capstone Sponsored by Quest XR Education | UX Researcher & UX Designer

Seattle, WA · Mar 2021 – Aug 2021

A digital classroom tool empowering students to reflect on and communicate their feelings in hybrid learning environments

- Led project planning, participant recruitment, information architecture and storytelling efforts
- Conducted research activities including field observations, contextual inquiries, SME interviews, usability testing, and deriving key insights
- Defined user requirements, ideated, prototyped, and assisted video production efforts

Stellar | UX Designer

Seattle, WA · Jan 2021 – Mar 2021

A night-light and web app to connect physically separated loved ones

- Collaboratively defined key product features and interactions through iterative prototyping and testing
- Used storytelling with storyboards and video prototypes to communicate concepts and elicit feedback
- Planned, conducted, and analyzed two remote co-design sessions to test concepts