

David Garrison

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Profile

I'm a thoughtful UX designer who does user research and testing to inform any new design. I find that designing for edge users can lead to breakthroughs that benefit all of us. I believe in simplicity: Technology should make our lives easier, not harder.

Experience

Guidehouse (after acquiring Grant Thornton Public Sector)

Senior Consultant and UX Designer, 2022–present

- For Small Business Administration, part of an agile team designing a new web portal for 7(a) lenders to report monthly activity. Leading dozens of user interviews and usability tests. Synthesizing user insights and findings to challenge assumptions and inform improvements. Creating rapid prototypes and also high-fidelity, interactive prototypes. Advocating for users
- For Department of Labor, led interviews with state agency staff, vendors, legal aid attorneys, and community advocates to learn about the realities of applying for unemployment in each state. Recommended improvements to user experience, equity, and access

United Nations Foundation—Data2X

Senior Associate, 2017–2019, to Finance & Grants Manager, 2019–2022

- Managed +\$3 million budget for Data2X team, drafted contract and grant agreements
- Created a relational database and interactive financial dashboards for managers
- Beta-tested Foundation's new CRM system and advised on Foundation-wide usability and process flow improvements

AAAS—Science

Business Analyst, 2016-2017, to Business Analyst II and Team Lead, 2017

- Guided department heads and managers from seven departments through the annual budgeting cycle (~\$40M in scope) and built customized, user-friendly budget reports and tools
- Conducted field studies at vendors' plants to learn the manufacturing process. Updated inventory management plan, saving ~\$120K in the first year and reducing waste

National Academies—Institute of Medicine

Senior Program Assistant, 2015-2016

- Coordinated committee meetings and workshops on financing response to pandemics
- Contributed copyediting and graphic design to the committee's print publications

Education

Vanderbilt University – BA Economics and Spanish, 2014

Training

UX Certification (Nielsen Norman Group); Professional Diploma in UX (UX Design Institute); Certified Professional in Accessibility Core Competencies (IAAP); Foundations in Design Thinking (IDEO); Agile Foundations (National Association of State Boards of Accountancy), and more

Skills

User research, user interviews, usability testing, information architecture, process mapping, problem-solving, prototyping in Figma and XD, workshop facilitation, writing and editing