

Nathan Ritter

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Summary

Research and strategy leader empowering teams to deliver actionable insights and craft solutions that meet users' needs, while engaging and informing stakeholders.

Seeking Seattle-based or permanently remote Design Research or UX Research leadership position

Experience

Feb 2023–present

Sep 2021–Feb 2023

DoorDash Seattle, WA

Staff Researcher

Senior Researcher

Lead high-velocity, mixed-method research for DoorDash's cross-audience offerings, including Storefront, Drive, and Merchant Marketing, integrating learnings from merchants, Dashers, and consumers to deliver actionable insights to Product, Design, and Strategy teams, through right-sized socialization

Lead a team of four as interim Head of Research Ops, focused on making both the individuals and the Research team's processes more effective and efficient in delivering insight. Manage rolling research, research repository, democratized research, and other initiatives on behalf of the Research team

Partner with Design, Product, Strategy, and others to prioritize users' voice in annual and quarterly planning

Mar 2020–Sep 2021

Feb 2018–Mar 2020

Jan 2017–Feb 2018

Nov 2014–Jan 2017

IA Collaborative Chicago, IL

Associate Director, Research + Design Strategy

Principal Researcher + Design Strategist

Senior Design Researcher

Design Researcher

Directed cross-functional teams in executing multi-method research, including selecting and designing new research methods, crafting surveys, interview plans, and research stimulus, facilitating ethnographies, interviews, focus groups, and immersions, and developing frameworks that go beyond analysis to tell design stories that describe the present, envision a user-driven future, and map the path to implementation

Led a team of 1–2 junior researchers, managing their day-to-day performance and guiding their career growth and development. Tracked overall Research team and project team health, individual performance, and collective financial and operational performance (i.e., utilization)

Designed, planned, and facilitated client work sessions that bridge silos, educate attendees, and drive toward actionable results and business outcomes

Led client relationships, serving as primary point of contact and project manager, including Airbnb, FedEx, OSF HealthCare, and more, securing over \$2M in revenue per year across existing and net-new clients.

Envisioned and launched the Humanscale Manual Kickstarter campaign, raising over \$350,000 to reissue this iconic design reference material; managed the business, from manufacturing, to fulfillment and beyond

Founded and led the IA Collaborative Pandas softball, kickball, and trivia teams, a concerted cultural effort to foster team connection outside of a work context

Oct 2013–Oct 2014

Sep 2012–Feb 2013

Motiv Strategies Alexandria, VA

Innovation + Design Strategist

Associate Service Innovation Strategist

Developed and delivered strategies, frameworks, and training to reframe how leading organizations engage their customers to deliver compelling experiences through CX Management

Led client engagements as a primary point of contact

Education

2011–2013

2007–2011

Northwestern University

MS, Engineering Design + Innovation

BS, Manufacturing + Design Engineering

Study Abroad at Ludwig Maximilian University + Technical University of Munich

Other Passions

Proficient German, Barbershop Chorister, Pub Trivia Organizer, Overzealous Spreadsheets, Eagle Scout