

experience

C3.ai User Experience Researcher

August 2022 — Present

Redwood City, CA

Lead end-to-end research for C3 AI Studio to understand complex **application development and machine learning** workflows and enable developers and data scientists to **develop, deploy, and operate AI applications**.

Lead end-to-end research for C3 AI Law Enforcement, enabling Patrol Officers to manage disparate datasets through an integrated, **AI-powered intelligence analysis platform**.

Establish UX Research process at C3.ai as a **founding** user experience researcher. Independently define project scope, apply appropriate research methodologies, and deliver insights. Build research repository and promote best practices. Scale research impact by collaborating with cross-functional teams and including user research in product roadmap.

UserTesting.com User Experience Researcher

January 2021 — May 2021

Atlanta, GA

Lead exploratory research to improve end-user experience. Collaborate with head of design and senior researcher, develop a comprehensive research plan, conduct surveys, facilitate moderated and unmoderated usability testing, synthesize user pain points, create wireframe and design lo-fidelity prototype, deliver design recommendations to key stakeholders for implementation.

RealityMedia.digital User Experience Researcher

July 2021 — May 2022

Atlanta, GA

Lead discovery and concept validation research for the digital compliment to the book *Reality Media: Augmented and Virtual Reality*. Collaborate with cross-functional teams, conduct literature reviews, create user journey maps and user flows, facilitate surveys and usability testing to investigate design rationale and implications between 2D and 3D hypertextual navigation for multi-platform media.

WorkplaceVR User Experience Researcher

August 2020 — May 2022

Seoul, S. Korea

Support generative and evaluative research for WorkplaceVR, a formative study utilizing VR to assist autistic people in building work-related social communication skills. Collaborate with cross-functional teams, conduct literature reviews, facilitate surveys and semi-structured interviews, design and implement video modelling, facilitate concept validation testing and usability testing, and deliver design recommendations to key stakeholders for implementation. CSCW, Fall 2022.

Moore's Cancer Center, UCSD Health Health Education Specialist

January 2018 — September 2019

La Jolla, CA

Conduct detailed phone interviews to assess client needs and assist in implementing interventions. Integrate organizational skills to develop a project plan, monitor plans against established deadlines, and review and analyze results. Follow research protocol to determine study eligibility and code data.

education

Georgia Institute of Technology MS Human-Computer Interaction

2020 — 2022

Atlanta, GA

University of California, San Diego BS Clinical Psychology

2012 — 2016

La Jolla, CA

skills

End-to-end research, Survey design, Interviews, Usability testing, Persona, User Journey, UserTesting.com, Lo-fi prototyping, Figma, Adobe XD, Miro, R.