

LU WANG

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SEEKING INTERNSHIP OPPORTUNITIES

Summer 2024 | I am seeking internship opportunities in user experience research, with a focus on applying mixed methods to inform design and development. My particular interests lie in the intersection of AI ethics and AI-powered healthcare systems, specifically the utilization of large language models in healthcare with ethical considerations.

WORK EXPERIENCE

Research Assistant

Drexel University

May 2020 - Present

Philadelphia, US

- Performed extensive literature reviews, meticulously analyzing over 200 papers across various topics such as conversational agents, AI support for caregivers of people living with dementia, and people's perceptions toward bias and related concepts in large language models.
- Conducted mixed methods (quantitative sentiment analysis and qualitative content analysis) to evaluate the GPT-2 and fine-tuned GPT-2 performances for Problem-Solving Therapy based on 306 therapy session transcripts between informal caregivers of people living with dementia and therapists.
- Coded and analyzed interviews of 12 informal caregivers of people living with dementia to understand when technology should or should not support the emotion work engaged in informal caregiving.
- Applied web crawl methods to investigate the representativeness of "People Also Ask" of Google Web search on the information needs concerning Alzheimer's Disease and related dementias and compare ChatGPT with users when responding to Reddit posts related to Alzheimer's Disease and related dementias.

User Researcher

NetEase Inc. (NASDAQ: NTES)

July 2018 - Dec. 2018

Hangzhou, China

- Interviewed more than 33 users in total to gain a comprehensive understanding of their utilization of the NetEase Music App, particularly focusing on music recommendations, music list organization, and scenario-based music. These insights played a crucial role in shaping the iterative improvements of the NetEase Music App.
- Applied a mixed-methods approach to comprehend users' needs and behaviors in utilizing earphones and speakers. This involved the design of questionnaires, analysis of over 4,600 questionnaire responses, and in-depth interviews with 10 users. These findings informed the design and development of the products.
- Developed user personas for game players on the NetEase Music App, including developing questionnaires, analyzing 7,360 responses, and interviewing 16 users.

User Researcher Intern

Lenovo Research

July 2017 - Oct. 2017

Beijing, China

- Used R language and Python to analyze customer service dialogue data, labeled the talking techniques used by customers and agents through chat logs to find the most appropriate responses to different user states, and assisted in the design of the Chatbot interaction flow chart.

User Researcher Intern

Baidu.com Times Technology (Beijing) Co. Ltd.

Oct. 2015 - Mar. 2016

Beijing, China

- Conducted telephone interview invitation, interview recording, questionnaire data analysis, and report writing.
- Developed a program to generate syntax of SPSS using C language, which improved the efficiency of data analysis by 200%.

EDUCATION

Drexel University

PhD of Information Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health, AI

2020-2025

Philadelphia, US

Beijing Normal University

Master of User Experience; Advisor: Dr. Jian Li; Keywords: Emotion, Machine Learning, Chat-log

2016-2018

Beijing, CN

Beijing Normal University

Bachelor of Psychology; Thesis Keywords: Self-depletion, Diary Studies, Hierarchical Linear Model

2012-2016

Beijing, CN

SKILLS

- Mixed Methods
- Scale Development
- Usability Testing
- A/B Test
- Diary Studies
- Persona
- User Journey Map
- Moodboards
- Storyboards
- User Flow
- Task Analysis
- Wireframes
- Affinity Diagram
- Bibliometric Analysis
- Structural Equation Modeling
- Hierarchical Linear Model
- Factor Analysis
- Data Visualization, R & Python
- Machine Learning (basic)
- Deep Learning (basic)
- Natural Language Processing (basic)