Nicholas Furlo

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Executive Summary

- Experienced and published researcher knowledgeable in Human Computer Interaction, User Experience Design, Interaction Design, Participatory Design, Qualitative Research, Software Engineering, System Administration, Customer Service, and Sales.
- Experienced with conducting interview and focus group studies with vulnerable and marginalized populations.
- Experienced with qualitative data analysis techniques such as Card Sorting, Grounded Theory, Open Coding, Axial Coding, and Content Analysis.
- Experienced in project planning and testing including UML, Design Modeling, Requirements Engineering, Usability Testing, and Unit Testing with JUnit.
- Knowledgeable on Object Oriented Design principles and development.
- Proficient in the Agile Scrum Project Management Methodology.

Education

Master of Science
Oakland University, Rochester, MI
Major: Computer Science **Specialization:** Human Computer Interaction
Expected Completion: December 2021, GPA: 3.85

Bachelor of Science
Oakland University, Rochester, MI
Major: Computer Science **Specializations:** Human Computer Interaction, System Administration
December 2019

Publications and Research

- First Author, "*Designing for Consent: Increasing User Safety on Dating Apps with AI-Mediated Communication*", Ongoing
- First Author, "*Rethinking Dating Apps as Sexual Consent Apps: A New Use Case for AI-Mediated Communication*", Conference on Computer-Supported Cooperative Work and Social Computing, Pending Publication
- Second Author, *"Computer-Mediated Consent to Sex: The Context of Tinder"*, Proceedings of the ACM on Human-Computer Interaction, April 2021
- Co-Author, *"Supporting Women in Online Dating with a Messaging Interface that Improves their Face-to-Face Meeting Decisions"*, Conference on Computer-Supported Cooperative Work and Social Computing, October 2020
- Co-Author, *"Towards a Taxonomy of Social VR Application Design"*, CHI PLAY, October 2019

Technical Experience

Oakland University School of Engineering and Computer Science, Rochester, MI
Human Computer Interaction Researcher **May 2019 - Present**

- Authored and published multiple academic papers in peer-reviewed conferences such as CSCW, PACMHCI, CHI.
- Design and execute research plans overseeing a team of 3-5 people using Agile Scrum.
- Conduct qualitative interview, focus group, and participatory design studies with vulnerable and marginalized populations.
- Conduct research studies using a Human Centered Design approach.
- Conduct research using mixed-method and multi-method approaches that fit the motivation and data collection requirements.
- Designed and created surveys used for data collection in Qualtrics.

- Complete literature reviews on artificial intelligence, AI-Mediated Communication, dating applications, social media, vulnerable populations, and virtual reality.
- Conduct qualitative data analysis using Pattern Thematic Analysis, Grounded Theory, and Content Analysis.
- Use Agile Scrum Methodology to complete research goals on time as a team.
- Transcribe and analyze data using Otter.IO and Dedoose respectively.
- Create wireframe interface mockups using InVision.
- Create visual representations of data for analysis using Mirro and Draw.io.

AutoPets, Auburn Hills, MI
UX Design Consultant & Network Engineer **March 2021 - Present**

- Re-designed the User Experience of the AutoPets Connect mobile app to increase usability, reduce frustration, and simplify the user flow for over 300,000 users.
- Managed and troubleshot servers in an enterprise environment, including active directory, group policy, DNS, DHCP, NAS, RADIUS, and VPN servers.
- Configured network equipment such as Sonicwall Firewalls, Netgear managed switches, PDK Access Control, and Ubiquity controllers with WAPs.
- Created extensive documentation for the company's network infrastructure and server configurations.
- Ran, fished, and configured network cable drops through the ceiling and walls to install new ethernet wall ports.

Oakland University Career Services, Rochester, MI
Information Technology Intern **April 2018 – December 2019**

- Worked one-on-one with staff from other colleges to create and manage a virtual internship environment that met the needs of their department with the goal of replacing paper records systems.
- Trained and assisted non-technical staff from different colleges on managing internships in Handshake.
- Created extensive documentation and step-by-step guides for the internship management staff based on their specific environment.
- Completed multiple presentations for staff from different schools across the university in order to inform them about the Internship Management Services offered by Career Services.
- Automated extensive web browser tasks using Python, Selenium, third-party libraries, and PyCharm.
- Created Looker queries in order to generate datasets for university staff and public dashboards.
- Troubleshot software and hardware for computers, Windows servers, and multi format printers.
- Set up and maintained hardware and software for large events and career fairs with 1500+ attendees.
- Created detailed documentation for all aspects of daily work including; applications I developed, daily system administrator workflow, instructions for how to use supported systems, and template responses to common questions and issues.

Special Projects

ImpactDownloader: A fully automated application for generating an arbitrary number of Looker queries, downloading the associated data, renaming the files, and sorting them into folders on a network or local drive.

- Used Python and Selenium to automate generating and downloading data from Looker in Handshake.
- Used Python to appropriately name and copy data to network drives.
- Created Looker queries to accurately generate complex datasets.

GrizzPark: An Android application which can show students which parking spots are free across Oakland Universities three largest parking lots using Raspberry Pi's with cameras and a machine learning bot trained from scratch.

- Created an Android application with IntelliJ that pulled parking information from a database server.
- Programmed and created mockups for a user interface to display parking information to the user through audio and visual representations for an Android application.
- Used Agile Scrum Methodology to complete project goals on time with six team members.

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