Nicholas Furlo

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Summary

- Award winning User Experience Researcher knowledgeable in Human Computer Interaction, User Experience Design, Interaction Design, Participatory Design, Qualitative Research, Software Engineering, System Administration, Network Engineering, Customer Service, and Sales.
- Awarded both the 2021 Best Paper Award and 2021 Impact Recognition Award by The Conference on Computer Supported Cooperative Work..
- Experienced with conducting interviews, focus groups, workshops, and participatory design studies with vulnerable and marginalized populations.
- Experienced with qualitative data analysis techniques based in Grounded Theory, Thematic Analysis, Narrative Inquiry, and Content Analysis.
- Knowledgeable in project planning including UML, Design Modeling, Requirements Engineering, and Usability Testing.
- Experienced collaborating with Project Managers and Product Designers to limit user frustration by updating user flows on an application with over 300,000 active users.
- Knowledge on research technologies such as Qualtrics, Mechanical Turk, Dedoose, Figma, Invision, Mirro, Draw.io, Otter.ai, and social media advertising.
- 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 2022, 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, "*Dating Apps as Sexual Violence Prevention Technology: Designs for Mediating Consent to Sex"*, Ongoing
- First Author, "*Rethinking Dating Apps as Sexual Consent Apps: A New Use Case for AI-Mediated Communication*", Companion Publication of the 2021 Conference on Computer Supported Cooperative Work and Social Computing, October 2021
- Second Author, *"Computer-Mediated Consent to Sex: The Context of Tinder"*, Proceedings of the ACM on Human-Computer Interaction, April 2021, **Awarded: CSCW 2021 Best Paper, CSCW 2021 Impact Recognition Award**
- 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.
- Designed and executed research plans overseeing a team of 3-5 people using Agile Scrum.

- Conducted qualitative interviews, focus groups, and participatory design sessions with vulnerable populations about their experiences on dating applications.
- Analized interview and focus group transcripts using a grounded theory approach.
- Designed and created surveys in Qualtrics used for data collection.
- Use Agile Scrum Methodology to complete research goals on time as a team.
- Create visual representations of data for analysis using Mirro and Draw.io.
- Honored with the CSCW 2021 Best Paper award and CSCW 2021 Impact Recognition award.

Powerhouse Charity Marathon, Horror-ible Games Charity Marathon, Licenseathon Charity Marathon

Volunteer Broadcast Engineering Team Lead   **September 2020 - Present**
- Lead teams of 5-12 people that control, maintain, and moderate live streams lasting up to 72 hours.
- Trained staff on how to use a complex suit of software used for running live streams including OBS, Scoreboard, Custom Node-RED dashboards, Livesplit, Nightbot, Teamviewer, and the Twitch Moderation Dashboard.
- Conducted QA testing and re-designed the user flows for custom dashboards used by our moderation team.
- Conduct greenroom audio and video setup for hundreds of different performers.
- Moderate live stream content in order to ensure content is family friendly.
- Moderate viewer chat rooms during live streams.
- Successfully raised over $15,000 for charity over the course of six marathons.

Whisker, Auburn Hills, MI

Network Engineer   **March 2021 - July 2021**
- 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, Blonder Tongue CMTS, Netgear managed switches, PDK Access Control, and Ubiquity controllers with WAPs.
- Designed an updated IP addressing scheme and provisioned a new DHCP server on Windows Server in order to decommission an outdated Sonicwall DHCP server.
- Provisioned a RADIUS server to authenticate users on both the VPN and WAPs in the office.
- Created extensive documentation for the company's network infrastructure and server configurations in Jira.
- Worked with PMs and developers to better the user experience of the AutoPets Connect mobile app to increase usability, reduce frustration, and simplify the user flows for over 300,000 users.

Oakland University Career Services, Rochester, MI

Information Technology Intern   **April 2018 – December 2019**
- Worked one-on-one with staff from various 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 various 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

AVFlight Tools: A tool for interacting with critical data for AVFlight private airplane hangar leasing.
- Designed, prototyped, and developed user interfaces for viewing, adding, and modifying lease, location, plane, owner, and user data.
- Conducted requirements engineering and developed planning artifacts such as user stories, user flows, UI wireframes, and database entity relationship diagrams.
- Designed and implemented a PostgeSQL database for storing data.
- Implemented the website using Flask, WTForms, Flask-SQLAlchemy, and CSS.
- Hosted the website in an Amazon EC2 Instance using Microsoft IIS and FastCGI.