

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.
- Enterprise experience with Active Directory, Group Policy, VMWare, RADIUS, DNS, DHCP, NAS, VPN, Linux, GPU Simulation servers, print servers, licensing servers and Cisco and Sonicwall Networking equipment.
- Knowledgeable on automating web browser tasks and database queries with Python.
- Proficient in the Agile Scrum Project Management Methodology.
- Certified by the National Retail Federation in Sales and Customer Service.
- Certified Microsoft Office Specialist in Powerpoint and Excel.

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

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 troubleshooted 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 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.
- Conduct qualitative interview, focus group, and participatory design studies with vulnerable and marginalized populations.
- Conduct ethnographic research with end-users.
- Conduct research studies using a Human Centered Design approach.
- Complete literature reviews on Artificial Intelligence, dating application, social media, and virtual reality application design.
- Conduct qualitative data analysis using techniques such as Card Sorting, Open Coding, Axial Coding, and Content Analysis.
- Use Agile Scrum Methodology to complete research goals on time as a team.
- Transcribe and Code data using Otter.IO and Dedoose.
- Create wireframe interface mockups using InVision.
- Create visual representations of data for analysis using Mirro and Draw.io.

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.
- Troubleshoot 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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