

Naomi Johnson

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SUMMARY	Empathy-driven UX Researcher with 2+ years of experience. Passionate about stakeholder collaboration and creating impact with research results. Aspiring to a PhD in Human Centered Design Engineering.	
SKILLS	UX Research: usability testing, user interviews, concept testing, benchmarking Software: UserTesting, Camtasia, Qualtrics, Figma, FocusVision - Decipher Computer Languages: Python, C++, HTML/CSS, \LaTeX Natural Languages: native English, fluent Japanese, elementary German	
EDUCATION	University of Washington , Seattle, Washington	Sep 2021 – Jun 2024*
	<ul style="list-style-type: none">▪ M.S., Human-Centered Design Engineering program; 4.0 GPA▪ Relevant coursework: Accessibility & Inclusive Design, Usability Studies, User-Centered Design	
	University of Virginia , Charlottesville, Virginia	Aug 2018 – May 2020
	<ul style="list-style-type: none">▪ B.A., Computer Science and Japanese; 3.44 GPA▪ Relevant coursework: Statistics, Feminist Theories, Japanese Translation, Public Speaking	
	Brigham Young University , Provo, Utah	Sep 2016 – Apr 2018
	<ul style="list-style-type: none">▪ Two years' undergraduate studies in Computer Science and Japanese; 3.68 GPA▪ Relevant coursework: Data Structures, Discrete Structures, Advanced Programming, Calculus	
EXPERIENCE	UX Researcher 2 , Microsoft	Apr 2022 – Present
	<ul style="list-style-type: none">▪ Sole UX Researcher responsible for updates and adjustments to GitHub's Pull Request feature	
	UX Researcher , Groupon	Jan 2021 – Apr 2022
	<ul style="list-style-type: none">▪ Analyzed data and presented findings on 700+ unmoderated interviews about search & ranking algorithms using Python; findings were used to confirm and tweak planned major CX update▪ Designed and ran moderated usability test on search & browse; findings resulted in A/B tests on the placement of filters and guided the re-design of homepage navigation for the same update▪ Designed and ran unmoderated usability test on comparing the booking experience on Groupon and a competitor; identified gaps between our current product and what customers want▪ Guided and mentored a summer intern during weekly one-on-one meetings	
	Software Engineer , Microsoft	May 2020 – Jan 2021
	<ul style="list-style-type: none">▪ Designed & ran usability tests on search UX for an internal database; presented findings▪ Designed a quantitative survey about mentoring needs to understand users' networking methods; analyzed data leading to 10 actionable tasks to improve search UX. Resulted in first-time users' fatal errors decreasing from 33% to zero percent	
	Creative Technologies Lab Intern , Adobe Research	Jan 2019 – Apr 2019
	<ul style="list-style-type: none">▪ Wrote algorithm to suggest graph type, generate updated graph, and explore data by determining relationships between a graph and a new dataset, resulting in a new feature for Data Illustrator	
	Explorer Intern , Microsoft	May 2018 – Aug 2018
	<ul style="list-style-type: none">▪ Created paper prototypes and interviewed 10 users to gather preliminary requirements▪ Designed, implemented, and tested an error-tracking dashboard for the knowledge graph AI pipeline▪ Site resulted in a savings of 120 hours per year on status checks, is still in use as of November 2020	
	Research Assistant , Brigham Young University	Nov 2016 – May 2018
	<ul style="list-style-type: none">▪ Designed and ran unmoderated A/B/C study to determine UX impact on annotators' efficiency▪ Analyzed telemetry and qualitative results; co-authored papers at UbiComp (2018), Springer (2019)▪ Designed and ran quantitative study about students' experience in the Computer Science department, published research at FIE (2019, 2019)	

Research Assistant, Stanford University

Jun 2017 – Aug 2017

- Ran card sorting interviews and usability studies on “Juxxt”, a novice web developer tool
- Analyzed findings to determine 20 actionable tasks; implemented 10 using HTML/CSS/ES6
- Desk research to inform design of usability study on web design tool “Poirot”, data collection for usability testing; co-authored papers at CHI (2018), Springer (2020)

PUBLICATIONS K. Tanner, N. Johnson, J. Landay, “Poirot: A Web Inspector for Designers,” in *Design Thinking Research: Investigating Design Team Performance*, Nov 2020. <https://www.springer.com/gp/book/9783030289591>

N. Johnson, R. Moulder, and K. Seppi, “A Longitudinal Analysis of Gender and Academic Performance Effects on Student Confidence,” in *2019 IEEE Frontiers in Education Conference (FIE)*, Cincinnati, Ohio. Oct 2019.

N. Johnson, J. Garcia, and K. Seppi, “Women in Computer Science: Changing the Women or Changing the World?,” in *2019 IEEE Frontiers in Education Conference (FIE)*, Cincinnati, Ohio Oct 2019.

N. Johnson M. Jones, K. Seppi, L. Thatcher, “Understanding How Non-Experts Collect and Annotate Activity Data,” in *Human Activity Sensing: Springer Series in Adaptive Environments*. Springer, Cham. Sep 2019. https://link.springer.com/chapter/10.1007/978-3-030-13001-5_7

K. Tanner, N. Johnson, J. Landay, “Poirot: A Web Inspector for Designers,” in *Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems (CHI '19)*., ACM, New York, NY, USA, 1424-1433. May 2019. <http://doi.acm.org/10.1145/3290605.3300758>

M. Jones, N. Johnson, K. Seppi, L. Thatcher, “Understanding How Non-Experts Collect and Annotate Activity Data,” in *Proceedings of the 2018 ACM International Joint Conference and 2018 International Symposium on Pervasive and Ubiquitous Computing and Wearable Computers (UbiComp '18)*. ACM, New York, NY, USA, 1424-1433. Oct 2018. <https://doi.org/10.1145/3267305.3267507>

**TEACHING
EXPERIENCE**

Teaching Assistant, HCI in Software Development (CS 3205)

Aug 2018 – Dec 2018

- Ranked highest of five TAs in both knowledge of course content and teaching skills
- Supervised students’ group work, held office hours, graded projects

Lecturer, Introduction to Computer Programming (CS 142)

Feb 2017

- Substitute lecturer for four lectures, prepared lessons about for-loops, while-loops, and debugging

Teaching Assistant, Introduction to Computer Programming (CS 142)

Aug 2016 – Dec 2016

- Instructed lab help sessions to groups of up to 40 students about arrays, classes, and pointers
- Tutored students one-on-one and teaching debugging skills

Teaching Assistant, Introductory Japanese (JAPAN 41, 43)

Sep 2013 – Apr 2014

- Wrote, administered, and graded exams, homework, and quizzes
- Proofread and provided written comments for a new edition of the Japanese textbook
- Spearheaded new organizational program to improve training for new teaching assistants

**PROFESSIONAL
SERVICE**

Rewriting the Code, Mentor

2022–Present

Microsoft Growth Groups - Allyship & Social Justice, Group Leader

2020

Microsoft Mentoring for CS Undergrads, Mentor

2020

University of Virginia Society of Women Engineers (SWE), Mentor

2019–2020

University of Virginia Women in Computer Science (WiCS), Mentor

2019–2020

IEEE Frontiers in Education Conference (FIE), Reviewer

2019

ACM Technical Symposium on Computer Science Education, Reviewer

2018

CS Department Undergraduate Committee, Undergraduate Representative

2018

**AWARDS &
SCHOLARSHIPS**

Yext Student Scholarship for Grace Hopper Conference (Orlando, FL)

Sep 2019

Microsoft AI for Earth grant (Redmond, WA)

Jul 2019

Scholarship to Women in Cyber Security 2019 Conference (Pittsburgh, PA)

Mar 2019

Anita Borg Institute Student Scholarship for Grace Hopper Conference (Houston, TX)	May 2018
Anita Borg Institute Student Scholarship for Grace Hopper Conference (Houston, TX)	Feb 2018
Adobe Research Women in Technology \$10,000 Scholarship (San Jose, CA)	Jan 2018
BYU CS Research Conference Scholarship (Provo, UT)	May 2017
BYU Half Tuition Scholarship (Provo, UT)	Apr 2017