

Amy Bezek

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EDUCATION

University of California, Berkeley

Anticipated: June 2027

Master of Information Management and Systems: *UX Research, UX Design, & Human-Computer Interaction*

University of California, Santa Cruz

June 2021

B.S in Cognitive Science, Magna Cum Laude, Phi Beta Kappa; *Minor:* Language Studies, Mandarin Chinese

WORK EXPERIENCE

American Institutes for Research, Health Research Assistant

Mar 2022—Sep 2025

- Designed and managed operational frameworks by developing standardized SOPs and facilitation guidelines for semi-monthly focus groups and workgroups of 5-120 stakeholders (policymakers, state officials, consumers, and advocates), ensuring consistent high-quality stakeholder engagement
- Synthesized qualitative findings and stakeholder narratives into actionable insights presented in CMS-CCIO leadership briefings, driving federal policy discussions and evidence-based decision-making
- Audited Healthcare.gov plan data to identify compliance and data-integrity gaps, supporting accurate coverage information for millions of users
- Created and oversaw structured project management systems to centralize communication, documentation, and progress tracking across stakeholder engagement and research initiatives

ACADEMIC RESEARCH EXPERIENCE

Spontaneous Communication Laboratory

Sep 2020—Mar 2022

- Conducted literature reviews and designed Qualtrics studies with stimuli created in Adobe Creative Cloud, generating experimental frameworks to investigate linguistic research objectives
- Analyzed qualitative corpus and discourse data to identify recurring communication patterns, informing experimental design refinements and insights

Human Computer Interaction Laboratory

Apr 2021—Mar 2022

- Coordinated, transcribed, and coded interviews on participants' emotions, behaviors, attitudes, and pain points to extract patterns to emphasize user insights and design recommendations

Cognitive Modeling Laboratory

Sep 2019—Apr 2020

- Operated eye-tracking equipment and software to run experiments, pilot studies, and refine research protocols based upon data quality insights
- Interpreted and coded participant data to evaluate attention and performance patterns in dynamic cognitive tasks

EXTRACURRICULAR ACTIVITIES

Berkeley Student Food Collective Member & Volunteer

Sep 2025—Present

- Assist with data tracking and inventory management, supporting efficient operations and accurate record-keeping

Cognitive Science Student Association (President, Vice President, Webmaster)

Jun 2018—Jun 2021

- Led weekly officer meetings to align team priorities, delegate tasks, and ensure successful event execution
- Oversaw event planning of large-scale academic events (managing scheduling, budgeting, and outreach to 80+ attendees)
- Created cohesive branding and promotional materials to enhance event visibility and strengthen community engagement

College Nine Course Student Instructor/Facilitator

Nov 2019—Mar 2020

- Facilitated and designed interactive lessons, promoting open dialogue to maintain a collaborative classroom environment

ADDITIONAL SKILLS

Research: Experimental design, User Interviews, Focus Groups, Surveys

Analysis: Python, SPSS, MATLAB, Thematic Analysis, Data Auditing

Tools: Qualtrics, Adobe Creative Cloud, Microsoft Excel, PowerPoint, Figma, Canva, Confluence, Jira