

AMY Z. CHEN

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EDUCATION

Georgia Institute of Technology | Atlanta, GA, USA

August 2020 – Present

Ph.D. in Human-Centered Computing

- *Advisor:* Dr. Michael Best
- PhD minor (coursework) in digital technologies and public policy

Harvard University | Cambridge, MA, USA

May 2014

A.B. *magna cum laude* in Applied Mathematics, with focus in physics. GPA: 3.96.

- *Senior thesis:* Mathematical modeling of malaria transmission with human movement between populations (advisor: Dr. Caroline Buckee)

EMPLOYMENT

Georgia Institute of Technology

August 2020 – Present

Graduate Research Assistant

Atlanta, GA, USA

- Leading T+ID Lab's efforts in a statewide community-engaged research coalition with public health researchers and community partners addressing health disparities in Black and Hispanic populations.
- Engaging community health workers to understand the potential role and implications of emerging technologies in their health promotion work and advocacy, including social media and language AI.
- Led development of a health message targeting dashboard and social media analytics for a randomized controlled trial on SMS behavioral nudges to encourage preventive health behaviors.
- Conducted qualitative study of young adult "Peer Champions" countering vaccine hesitancy to identify opportunities for social media-based tools to support their work.
- Reviewed and analyzed digital human rights documents with the Digital Constitutionalism Network.
- Have mentored 12+ masters and undergraduate students in CS, HCI, and design on research projects.

Memorial Sloan Kettering Cancer Center

June 2025 – August 2025

UX Research Intern

New York, NY, USA

- Developed strategic user segments and personas for older patients using patient portals through quantitative analysis of national survey data and in-house portal analytics.

Everwell Health Solutions

July 2019 – May 2020

Research Engagements Lead

Bangalore, India

- Facilitated implementation of and research on 99DOTS, a mobile phone-based tuberculosis (TB) medication adherence support technology:
 - Worked with partners in Uganda to adapt design of the 99DOTS system, support technical set-up, and provide guidance in using system data for a cost-effectiveness evaluation.
 - Led collaboration with AI researchers to predict TB medication adherence, discuss potential AI-based features for 99DOTS, and define further research questions on AI in TB management.

Microsoft Research India

August 2017 – July 2019

Research Fellow

Bangalore, India

- Conducted an impact evaluation of the government deployment of 99DOTS on patient health outcomes in Himachal Pradesh, India.
- Analyzed quantitative data logs to identify patient and provider usage trends across sites in India.
- Co-hosted workshop with the Global Fund on AI and TB care in India, inviting researchers, implementers, and government officials to discuss data system readiness, use cases, and risks.

IDinsight

August 2014 – August 2017

Senior Associate (August 2016 – August 2017)

Vijayawada, India

Associate (August 2014 – August 2016)

Kampala, Uganda; Lusaka, Zambia; Nairobi, Kenya

- Conducted impact evaluations of innovative products and programs in East Africa in sectors including education, energy, and agriculture, with the aim to inform implementers' or funders' decisions.
- Led team embedded with state government agency to evaluate rural development programs.
- Analyzed outcomes of past engagements for initial internal review of IDinsight's own impact.

Harvard School of Public Health

May – July 2014

Research Assistant

Cambridge, MA, USA

- Conducted exploratory analysis of data from Nigerian anti-malarial drug authentication services.

Vecna Cares

May – August 2013

Intern

Kilgoris, Kenya

- Managed deployment of custom electronic medical record systems in rural clinics in western Kenya in collaboration with district government health team, including training healthcare staff.

FELLOWSHIPS AND HONORS

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| ▪ Dr. James A. Ferguson Emerging Infectious Diseases RISE Graduate Fellowship | 2025 |
| ▪ ACM CSCW Diversity and Inclusion Recognition | 2024 |
| ▪ USAID Science for Development Institute (SCI4DI) Scholar | 2024 |
| ▪ Georgia Institute of Technology President's Fellowship | 2020 |
| ▪ Phi Beta Kappa | 2013 |
| ▪ US Department of Education Foreign Language and Area Studies Fellow | 2012 |
| ▪ Harvard College Research Program Fellow | 2012 |

PUBLICATIONS

Peer-reviewed journal articles and conference papers:

- (in press) J Zhou, **AZ Chen**, D Shah, L Schwab Reese, M De Choudhury. ““It’s a conversation, not a quiz”: A Risk Taxonomy and Reflection Tool for LLM Adoption in Public Health.” *Proceedings of the ACM on Human-Computer Interaction* (CSCW). ([link](#))
- **AZ Chen**, GG McCray, TH Akintobi, ML Best (2025). “Caring Within Platform Capitalism: Community Health Workers’ Perspectives on Social Media for Health Promotion and Advocacy.” *Proceedings of the ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies* 2025: 569-584. ([link](#))
- A Darkwa, G Brooks, T Akintobi, **AZ Chen**, R Quarells, M Best, R Holliday (2025). “Developing counter-narratives to address COVID-19 misinformation among 18–24 year olds in community and campus settings.” *Vaccine* 60(1): 127135. ([link](#))
- **AZ Chen**, C Park, A Darkwa, RC Holliday, and ML Best (2024). ““We’re Not in That Circle of Misinformation”: Understanding Community-Based Trusted Messengers Through Cultural Code-Switching.” *Proceedings of the ACM on Human-Computer Interaction* 8 (CSCW1): 152:1-152:36. ([link](#))
*Diversity and Inclusion Recognition.
- TH Akintobi, R Quarells, RA Bednarczyk, S Khizer, B Taylor, M Nwagwu, M Hill, C Ordóñez, G Sabben, S Spivey, K Davis, ML Best, **AZ Chen**, K Lovell, L Craig, and M Mubasher (2023). “Community-Centered Assessment to Inform Pandemic Response in Georgia (US).” *International Journal of Environmental Research and Public Health* 2023, 20(9), 5741. ([link](#))

- **AZ Chen**, R Kumar, RK Baria, PK Shridhar, R Subbaraman, and W Thies (2023). "Impact of the 99DOTS digital adherence technology on tuberculosis treatment outcomes in North India: a pre-post study." *BMC Infectious Diseases* 23, 504. ([link](#))
- D Patel, C Berger, A Kityamuwesi, J Ggita, L Kunihiro Tinka, P Turimumahoro, J Feler, L Chehab, **AZ Chen**, N Gupta, S Turyahabwe, A Katamba, A Cattamanchi, and A Sammann (2020). "Iterative Adaptation of a Tuberculosis Digital Medication Adherence Technology to Meet User Needs: Qualitative Study of Patients and Health Care Providers Using Human-Centered Design Methods." *JMIR Formative Research* 4(12): e19270. ([link](#))
- A Cross, N Gupta, B Liu, V Nair, A Kumar, R Kuttan, P Ivatury, **A Chen**, K Lakshman, R Rodrigues, G D'Souza, D Chittamuru, R Rao, K Rade, B Vadera, D Shah, V Choudhary, V Chadha, A Shah, S Kumta, P Dewan, B Thomas, and W Thies (2019). "99DOTS: a low-cost approach to monitoring and improving medication adherence." *Proceedings of the Tenth International Conference on Information and Communication Technologies and Development*: article no. 15. ([link](#))
- H Channa, **AZ Chen**, P Pina, J Ricker-Gilbert, and D Stein (2019). "What drives smallholder farmers' willingness to pay for a new farm technology? Evidence from an experimental auction in Kenya." *Food Policy* 85: 64-71. ([link](#))
- **AZ Chen**, J Fischer, A Fraker, NB Shah, S Shirrell, and D Stein (2017). "Welfare impacts of an entry-level solar home system in Uganda." *Journal of Development Effectiveness* 9(2): 277-294. ([link](#))

Peer-reviewed workshop papers:

- C Nimo, S Liu, **AZ Chen**, RK Mothilal, ML Best (2025). "Community-Driven Data Practices for Advancing Ethical and Equitable AI in Low-Resource Language Contexts." *Proceedings of the ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies 2025*: 844-847. ([link](#))
- J Ming, H Mthoko, **AZ Chen**, F Shahid, VK Cannanure (2025). "Writing for Interdisciplinary Computing Audiences." *Proceedings of the ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies 2025*: 828-830. ([link](#))
- **AZ Chen**, A Zhao, C Park, and ML Best (2022). "A COVID-19 Social Media Monitoring and Outreach Dashboard for Community-Based Trusted Messengers." International Workshop on Cyber Social Threats at 16th International AAAI Conference on Web and Social Media (ICWSM 2022). ([link](#))

PRESENTATIONS

- **AZ Chen** (2024). "Community Health Care Work in American Platform Capitalism." Presentation at Workshop on Collective Imaginaries for the Futures of Care Work at 27th ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW 2024).
- **AZ Chen**, G McCray, A Proeller, GA Brooks, N Taylor, K Brantley, M Nwagwu, S Spivey, R Bednarczyk, K Lovell, ML Best, TH Akintobi (28 Oct 2024). "Georgia community health workers' practices and perceptions around social media." Poster presented at American Public Health Association (APHA) Annual Meeting 2024.
- **AZ Chen** (27 Sep 2023). "Georgia Peers for Equity Against COVID-19 and for Health (Georgia PEACH): Engaging Young Adults in Action Research on Health Promotion, Countering Misinformation, and Social Media." Presentation at 12th RCE Americas Regional Meeting, hosted by RCE Greater Atlanta at Georgia Institute of Technology.
- A Darkwa, **AZ Chen**, G Brooks, ML Best, R Quarells, TH Akintobi, and RC Holliday (7 Nov 2022). "Partnering with communities and college campuses to address COVID-19 vaccine hesitancy and uptake among young adults, 18-24." Presentation at American Public Health Association (APHA) Annual Meeting 2022.

- **AZ Chen**, C Park, and ML Best (2 Nov 2022). "Opportunities for social media-based tools to support young adult Peer Champions in misinformation countering and health promotion." Poster presented at GVU Research Showcase, Georgia Institute of Technology.
- **AZ Chen**, A Zhao, A Gerig, C Park, Y Ramesh, D Aravind, R Qian, R Starr, J Wilson, M Sanders, and ML Best (2 Nov 2022). "A health communicators' dashboard for mixed methods and social media data analysis to inform targeted text nudges." Poster presented at GVU Research Showcase, Georgia Institute of Technology.
- **AZ Chen** (27 Oct 2022). "Social media-based tools for community public health response." Panel on Community Response to Global Health Challenges, Global Development Week, Georgia Institute of Technology.
- G Barkhuff, **AZ Chen**, CL Connelly, M Jayaram, N Palladino, D Redeker, ML Best (8 Jun 2022). "Building resources for digital rights advocacy and research: exploring the Digital Constitutionalism Database." Community Lab conducted at RightsCon 2022.
- **AZ Chen** (2022). "A social media dashboard for community-based trusted messengers: a use case of design for countering mis/disinfo." Presentation at Workshop on Designing Credibility Tools to Combat Mis/Disinformation: A Human-Centered Approach at ACM 2022 CHI Conference on Human Factors in Computing Systems.
- **AZ Chen** (2021). "Datafication of public services: digital citizenship at the margins." Presentation at Workshop on In Search of the Alternative Future: Developing Participatory Digital Citizenship to Address the Crisis of Democracy at ACM 2021 CHI Conference on Human Factors in Computing Systems.
- **AZ Chen** (2020). "The limit of good intentions." Presentation at Workshop on Collective Organizing and Social Responsibility at 23rd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW 2020).
- **AZ Chen**, S Ray Chaudhuri, and N Gupta (2019). "Empowering TB care with digital tools and data." Workshop on AI for Social Good, Google Research India.
- **AZ Chen** (2019). "Nikshay and Electronic Adherence." Workshop on Artificial Intelligence and Tuberculosis, Harvard India Research Center.
- **AZ Chen** and A Sharma (2019). "AI and Tuberculosis Adherence." Workshop on Leveraging Artificial Intelligence / Machine Learning to Defeat TB in India by 2025, co-hosted by The Global Fund and Microsoft Research India.

TEACHING

- **Graduate Teaching Assistant**, CS 6454: Qualitative Methods in Human Computer Interaction, Georgia Institute of Technology (Spring 2025)
 - Graded assignments and assisted in facilitating classes for graduate level course
- **Graduate Teaching Assistant**, CS 7455: Issues in Human-Centered Computing, Georgia Institute of Technology (Spring 2023)
 - Provided and graded practice questions for PhD students preparing for qualifying exams
- **Graduate Teaching Assistant**, CS 3001: Computing and Society, Georgia Institute of Technology (Fall 2022)
 - Led two discussion sections for undergraduate course surveying topics on computing and ethics

SERVICE

- **Program Committee Member**, ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies (COMPASS) 2025

- **Student Volunteer**, ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW) 2024
- **Co-Organizer**, HCI Southeast Fall 2024 Meetup
- **Program Committee Member**, International Workshop on Cyber Social Threats (CySoc) at AAAI International Conference on Web and Social Media (ICWSM) 2023
- **Student Volunteer**, International Conference on Information & Communication Technologies and Development (ICTD) 2022
- **Student Volunteer**, ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW) 2021
- **Student Volunteer**, ACM Conference on Fairness, Accountability, and Transparency (FAccT) 2021