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

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*

- Developed a social media monitoring dashboard on COVID-19 topics to inform health and other community-based partners providing COVID-19 services for underserved communities in Georgia.
- Designing digital tools to support responsive social media peer outreach to build vaccine confidence.
- Reviewing and analyzing digital human rights documents with the Digital Constitutionalism Network.

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, provide technical set-up support, and provide guidance in using 99DOTS platform data for a cost-effectiveness evaluation.
  - Led conversations with AI researchers to predict TB medication adherence, discuss potential AI-informed 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 and currently writing research article on a before-after impact evaluation of the government deployment of 99DOTS on patient health outcomes in Himachal Pradesh, 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.
- Conducted quantitative analyses of 99DOTS patient and provider usage trends across sites in India.

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.
- Designed and ran process evaluations of government rural livelihoods programs to support farmers' and small store-owners' cooperatives, informing implementation teams in Andhra Pradesh, India.
- 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*

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

Vecna Cares   **May – August 2013**
Intern   *Kilgoris, Kenya*

- Managed adoption of custom electronic medical record systems in rural clinics in western Kenya in collaboration with district government health team, including training healthcare staff, on-site observation of usage, and addressing technical problems.

FELLOWSHIPS AND HONORS

- 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

Refereed journal articles and conference papers:

- D Patel, C Berger, A Kityamuwesi, J Ggita, L Kunihira 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](#))

Workshop papers (lightly peer reviewed):

- **AZ Chen**, Andrew Zhao, Chaeeun Park, and Michael L 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](#))

- **AZ Chen** (2022). "A social media dashboard for community-based trusted messengers: a use case of design for countering mis/disinfo." 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." 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." Workshop on Collective Organizing and Social Responsibility at 23rd ACM Conference on Computer-Supported Cooperative Work and Social Computing.

PRESENTATIONS

- G Barkhuff, **AZ Chen**, CL Connelly, M Jayaram, N Palladino, D Redeker, ML Best (2022). "Building resources for digital rights advocacy and research: exploring the Digital Constitutionalism Database." Community Lab, presented at RightsCon 2022.
- **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.

SERVICE

- **Student Volunteer**, CSCW 2021
- **Student Volunteer**, FAccT 2021
- **Student Volunteer**, ICTD 2022