

## Research Objective

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My research aims to make online spaces more welcoming to its users through the encouragement of healthy behaviors and improved methods of moderation. Broadly, my interests are at the intersection of Human-Computer Interaction and Natural Language Processing. Currently, my focus is on examining factors that contribute to healthy and unhealthy online conversations. Specifically, I am working on devising proactive methods to facilitate online conversations that are resilient to the influence of adverse behavior.

*Keywords:* Online communities, social computing, healthy behaviors, moderation

## Education

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- **University of Illinois Urbana-Champaign** Urbana, IL  
*Ph.D. in Computer Science* 2020-present
  - Advisor: Eshwar Chandrasekharan
  - Research Interests: Social Computing, Natural Language Processing
- **Vassar College** Poughkeepsie, NY  
*Bachelor of Arts in Computer Science, Minors in Mathematics and Italian; GPA: 3.9/4.0* 2016-2020
  - Thesis: *Temporal Exploration of the Proceedings of Old Bailey*
  - Research Advisors: Jonathan Gordon and Jennifer Walter

## Publications

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- **Conversational Resilience: Quantifying and Predicting Conversational Outcomes Following Adverse Events.** In the 16th International Conference on Web and Social Media  
*Charlotte Lambert, Ananya Rajagopal, and Eshwar Chandrasekharan*
- **Inter-Sense: An Investigation of Sensory Blending in Fiction.** In First International Workshop on Multisensory Data & Knowledge: The 3rd Conference on Language, Data and Knowledge (2021)  
*Corina R. Girju and Charlotte Lambert*
- **Conversation-Level Resilience.** Poster in the First Workshop on NLP for Positive Impact: ACL-IJCNLP 2021  
*Charlotte Lambert and Eshwar Chandrasekharan*
- **Story Immersion: Toward Fiction Synesthesia for Enhanced Reader Empathy.** Presentation in Uncommon Senses Conference (2021)  
*Corina R. Girju and Charlotte Lambert*

## Research Experience

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- **Graduate Research Assistant** Urbana, IL  
*Department of Computer Science, University of Illinois Urbana-Champaign* Fall 2021 - present
  - Advisor: Eshwar Chandrasekharan
  - Project: *Conversation-Level Resilience to Bad Actors in Reddit Communities*
  - Area of Work: Human-Computer Interaction
- **Undergraduate Research Assistant** Poughkeepsie, NY  
*Department of Computer Science, Vassar College* 2018-2020
  - Advisor: Jonathan Gordon; Project: *Computational Models of Literary Variation*
  - Assisted on projects related to natural language processing
  - Analyzed patterns in data collected about the use of language in a corpus of books
  - Area of Work: Natural Language Processing
- **Distributed Research Experiences for Undergraduates (DREU) Intern** Urbana, IL  
*Department of Computer Science, University of Illinois Urbana-Champaign* Summer 2019
  - Advisor: Julia Hockenmaier; Project: *Collaborative Dialogue in Minecraft*
  - Started building fully interactive agents to communicate using natural language in a 3D environment
  - Used concepts in NLP and deep learning to improve quality of utterances generated by two agents

- Worked on neural network to recognize shapes in 3D with nearly 100% accuracy
- Area of Work: Natural Language Processing, Machine Learning
- **Research Experiences for Undergraduates (REU) Intern** Los Angeles, CA  
Summer 2018  
*University of Southern California Institute for Creative Technologies*
  - Advisor: Jonathan Gratch, Gale Lucas; Project: *Impact of AI on User Psychology*
  - Developed and optimized code to support a system to be used to carry out a future study
  - Worked to create realistic AI capable of negotiating online with users and other AIs
  - Area of Work: Artificial Intelligence

## Professional Experience

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- **Graduate Science Intern** San Francisco, CA  
Summer 2022  
*Twitch Interactive*, Mentor: Sanjay Kairam  
Worked on projects related to community health on the Twitch platform.

## Teaching Experience

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- **Discrete Math (CS 173)** University of Illinois at Urbana-Champaign  
Spring 2021, Summer 2021  
*Teaching Assistant*, Instructors: Dr. Margaret Fleck, Dr. Carl Evans  
Guide weekly group discussions for seven groups of approx. 6 students; Evaluate weekly exams; Hold weekly office hours.
- **Introduction to Computer Science (CS 125)** University of Illinois at Urbana-Champaign  
Fall 2020  
*Teaching Assistant*, Instructor: Dr. Geoffrey Challen  
Co-led an optional weekly recap of course material for between 50 and 100 undergraduates.

## Awards and Honors

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- **ICWSM 2022 Virtual Scholarship** 2022  
*Scholarship awarded to virtual conference participants from underrepresented groups.*
- **Saburo Muroga Endowed Fellowship**, University of Illinois Urbana-Champaign 2020-2021  
*Fellowship awarded to outstanding graduate students in computer science.*
- **Graduated with Departmental Honors**, Vassar College 2020  
*Honors awarded to students nominated by the Computer Science Department for academic excellence.*
- **Graduated with General Honors**, Vassar College 2020  
*Honors awarded to the top 20% of the graduating class.*
- **Honorary Sigma Xi Nomination**, Vassar College 2020  
*Awarded to graduating seniors nominated based upon their research accomplishments and academic record.*

## Professional Service and Volunteering

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- **Reviewer**  
*International AAAI Conference on Web and Social Media (ICWSM) 2022, Atlanta, GA*
- **Girls Who Code Facilitator** 2021-present  
*University of Illinois at Urbana-Champaign*
- **Sub-reviewer**  
*“AAAI-MAKE: Combining Machine Learning and Knowledge Engineering Practice,” AAAI Spring Symposium 2020, Stanford University*

## Languages

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Italian (proficient); Spanish (reading)

## Programming

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Python, Java,  $\text{\LaTeX}$ , C/C++, R, Matlab, Dr Racket/Scheme