

# Cindy Chiang

cindyc@usc.edu  
<https://cindy-chiang.github.io/>  
[www.linkedin.com/in/cindy-chiang1](http://www.linkedin.com/in/cindy-chiang1)

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## PROFESSIONAL SUMMARY

Psycholinguist with 9+ years of experience with end-to-end research— behavioral experiments (A/B and multivariate testing) and analysis of naturalistic interactions (speech and text-based analysis). Collaborator of psychologists, linguists, and computer scientists investigating how different interactions, including interactions with technology, impact human behavior.

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## EDUCATION

### University of Southern California

*Ph.D in Psychology and Minor in Quantitative Methods*

Los Angeles, California

*August 2016-May 2022*

### Smith College

*Bachelor in Psychology*

Northampton, Massachusetts

*August 2010-May 2013*

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## RESEARCH EXPERIENCE

### University of Southern California

*Graduate Researcher in the Department of Psychology*

Los Angeles, California

*August 2016-Present*

- Finance and manage funds for multi-disciplinary projects with National Science Foundation grant (NSF) and USC grants
- Design, execute, and analyze 7 lines of primary research and 3 lines of secondary research on speech processing, memory, attention, and auditory pattern detection
- Utilize Bayesian and robust data analyses (bootstrap methods) to examine eye-tracking data with 1 million+ data points
- Build multivariate multilevel models for click stream test with 350+ participants and millions of data points in R
- Identify user pain points on a newly developed online experimental platform with thousands of users through unmoderated usability studies and heuristic evaluations
- Evaluate web log data of 300+ users to identify software bug affecting 20% of users' experiences on online experiment platform used by 600+ developmental psychologists
- Collaborate with cross-functional team of psychologists and computer scientists to investigate how verbal interactions with computers differ across 100+ school aged children and teenagers by using speech analytics and big data methods
- Synthesize findings in 8 internationally attended conferences and 2 first author conference proceedings

### Massachusetts General Hospital

*Clinical Research Coordinator I and II*

Boston, Massachusetts

*January 2015-March 2016*

- Investigated validity of early screening practices and preventative models of care by collaborating with clinicians
- Data mined and analyzed 75,000+ survey responses and patient records using Excel VBA, SPSS, and STATA
- Communicated findings in 2 internationally attended conferences and 3 peer-reviewed publications

### Smith College

*Research Assistant/ Independent Researcher*

Northampton, Massachusetts

*January 2011-May 2013*

- Investigated 144 Taiwanese children's language development using A/B tests on tablet devices
- Performed ethnographic coding for an observational study on autistic children's social interactions
- Presented findings in 2 university wide conferences and 1 internationally attended conference

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## ADDITIONAL RELEVANT EXPERIENCE

### Jowett Group

*Supply Chain Coordinator and Product Developer*

Los Angeles, California

*January 2014-December 2014*

- Streamlined manufacturing line to meet trend forecasts of Nike and Under Armour (over 450,000 pieces per month)
- Refined apparel design with design team and manufacturing floor to meet desired aesthetics and production costs

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## SKILLS

- **Statistical Programs and Programming Languages** - R, SPSS, Stata, JavaScript, HTML, CSS, Python, LaTeX
- **Software** - Microsoft Excel (Pivot Tables, VBA, Macro Programming), Praat, PyGaze, PsychoPy
- **Survey Platforms** - Qualtrics (HTML and Javascript Integration), Redcap, Google Forms
- **Languages** - English (Native); Chinese/ Mandarin (Native)