

Cindy Chiang

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PROFESSIONAL SUMMARY

Researcher with 9+ years of end-to-end research experience, investigating how individuals across the lifespan communicate and interact with people and technology. Collaborator of psychologists, linguists, and computer scientists.

EDUCATION

University of Southern California

Ph.D. in Psychology and Minor in Quantitative Methods

Los Angeles, California

August 2016-May 2022

Smith College

B.A. in Psychology

Northampton, Massachusetts

August 2010-May 2013

RESEARCH EXPERIENCE

University of Southern California

Graduate Researcher in the Department of Psychology

Los Angeles, California

August 2016-Present

- Conceptualize, design, and collect data for 7 lines of primary research with infants, children, and adults and 3 lines of secondary research with recordings and annotations of conversations in natural settings
- Collaborate with cross-functional team of psychologists and computer scientists to understand how verbal interactions with computers differ across 100+ school-aged children and teenagers
- Utilize in person and remote eye tracking to examine effects of attention, memory, and cognitive control on abilities to detect patterns and process speech in 350+ children
- Adapt and improve newly developed remote mouse tracking software through usability studies to analyze differences in 400+ adults' web page interactions when hearing different types of speakers
- Identify software bugs affecting 20% of user experiences on online experiment platform used by 600+ developmental psychologists by evaluating log data and recordings of 300+ remote eye tracking study sessions
- Win grants from the National Science Foundation (NSF) and USC totaling \$25,000+ to investigate how people understand and learn from disfluent speech (e.g. *umms* and *uhhs*), laying the groundwork for future language screening tools
- Analyze quantitative and qualitative datasets using Bayesian, frequentist, robust, and big data techniques with R
- Synthesize and present 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 models of care in underserved communities by analyzing 75,000+ patients records and survey responses, as well as hundreds of interviews, with 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

- Conduct independent project examining 144 Taiwanese children's language development using A/B tests on tablets
- Performed behavioral coding of 20 autistic children's social interactions with their parents during a play session

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 (1,200,000+ pieces per month)
- Refined apparel design with design teams and manufacturing floor to meet desired aesthetics, costs, and lead time

SKILLS

- **Research Methods** - Eye tracking (in person and remote), Mouse tracking, Log analysis, Surveys, Behavioral coding (observational studies), Reaction time measures, Corpus analysis, Audio analysis, Usability testing
- **Software** - Microsoft Excel (VBA, Macro Programming), Datavyu, Praat, PsychoPy, Adobe Photoshop
- **Survey Platforms** - Qualtrics (including JavaScript and HTML Integrations), Google Forms, REDCap
- **Statistical Programs and Programming Languages** - R, SPSS, Stata, JavaScript, HTML, CSS, LaTeX, Python
- **Languages** - English (Native); Mandarin (Native)