

# Diva Smriti

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## EDUCATION

<b>Ph.D. in Information Science</b> Drexel University, Philadelphia, PA	2019 - June 2024 (expected) GPA: 3.96/4.00
<b>M.S. in Human-Computer Interaction (HCI)</b> University of Maryland, College Park, MD	2017 - 2019 GPA: 4.00/4.00
<b>B.Des in Design</b> Indian Institute of Technology Guwahati, India	2011 - 2015 GPA: 7.73/10.00

## EMPLOYMENT

<b>Vanguard, Philadelphia, PA</b>   <i>User Experience Research (UXR) Intern</i>	Sep 2023 - Mar 2024
<ul style="list-style-type: none"><li>• <b>Led an end-to-end mixed-methods discovery study focusing on underserved clients' financial needs, motivations, and challenges.</b><ul style="list-style-type: none"><li>◦ Scoped out research questions through secondary research, <b>12</b> stakeholder interviews, and <b>1</b> focus group.</li><li>◦ Collaborated cross-functionally with Design, Data Analytics, Product, and Research teams.</li><li>◦ Conducted a Qualtrics survey with <b>200</b> responses and moderated <b>8</b> in-depth interviews to gain client perspectives.</li><li>◦ Presented strategic recommendations to stakeholders, impacting <b>3</b> product teams and <b>45%</b> managed assets.</li></ul></li><li>• <b>Evaluated and compared product designs on UserTesting for comprehension and learning.</b><ul style="list-style-type: none"><li>◦ Conducted <b>12</b> unmoderated remote usability tests on UserTesting in an agile environment.</li><li>◦ Managed conflicting stakeholder expectations to gain stakeholder buy-in and alignment on the research plan.</li><li>◦ Presented recommendations to improve user experience and inform product roadmap.</li></ul></li></ul>	
<b>Amazon, Seattle, WA</b>   <i>User Experience Research (UXR) Intern</i>	June 2022 - Sep 2022
<ul style="list-style-type: none"><li>• <b>Led a Diversity, Equity, and Inclusion qualitative evaluation study.</b><ul style="list-style-type: none"><li>◦ Determined the best research method and conducted a contextual inquiry study with <b>16</b> users.</li><li>◦ Collaborated cross-functionally with Research, Design, DEI, Legal, and PR teams.</li><li>◦ Presented findings from the qualitative evaluation to drive product strategy.</li></ul></li></ul>	
<b>Drexel University, Philadelphia, PA</b>   <i>HCI Doctoral Researcher</i>	Sep 2019 - Present
<ul style="list-style-type: none"><li>• <b>Designed AI framework for subjective caregiving work, collaborating with designers and researchers.</b><ul style="list-style-type: none"><li>◦ End-to-end experience with all aspects of user research (study design, recruiting, moderation, analysis, reporting).</li><li>◦ Conducted <b>44</b> user tests of a conversational AI prototype to gather perceptions around offloading caregiving work.</li><li>◦ Moderated <b>12</b> in-depth interviews to understand the potential use of AI for subjective caregiving work.</li><li>◦ Conducted heuristic evaluation of <b>48</b> commercially available voice-based mobile applications for dementia use.</li><li>◦ Contributed to academia by publishing <b>4</b> full papers, <b>4</b> posters, and <b>5</b> workshop papers at top-tier HCI venues.</li><li>◦ Mentored <b>2</b> undergraduate and <b>3</b> graduate students, fostering their growth in user-centered research.</li></ul></li></ul>	
<b>University of Maryland, College Park, MD</b>   <i>HCI Researcher</i>	Oct 2017 - May 2019
<ul style="list-style-type: none"><li>• <b>Facilitated 30 sessions with 12 children to co-design technologies that support children's learning.</b><ul style="list-style-type: none"><li>◦ Managed a community of children who served as equal partners in the design research process.</li><li>◦ Conducted each co-design session with a different stakeholder, setting and meeting expectations.</li><li>◦ Adapted approaches based on varied stakeholder needs, optimizing collaborative outcomes.</li></ul></li></ul>	
<b>Spoonshot, India</b>   <i>User Experience Designer (UXD)</i>	May 2016 - Sep 2016
<ul style="list-style-type: none"><li>• <b>Led initial user tests of a mobile-based application for matching restaurants to users' food preferences.</b><ul style="list-style-type: none"><li>◦ Redesigned the app based on recommendations and launched a beta version for benchmarking.</li></ul></li></ul>	

## SELECTED PUBLICATION

- **Smriti, D., Wang, L., Huh-Yoo, J. (2024).** Emotion Work in Caregiving: The Role of Technology to Support Informal Caregivers of Persons Living With Dementia. ACM CSCW 2024.

## SKILLS

**Research:** UX Research, Qualitative Research, Mixed-Methods Research, Interview, Usability Test, Survey, Contextual Inquiry, Participatory Design, Heuristic Evaluation, Competitive Analysis, Secondary Research, Qualitative Data Analysis, Thematic Analysis, Descriptive Statistics.

**Design:** User-centered Design, User Journeys, Empathy Map, Affinity Map, Rapid Prototyping.

**Software:** NVivo, Qualtrics, MIRO, Mural, SPSS, UserTesting, Figma, Adobe Creative Suite, MS Office, JIRA.

**Interpersonal:** Stakeholder Management, Teamwork, Collaboration, Mentorship, Adaptability.