

# 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>Ph.D. User Experience (UX) Research Intern</i>	Sep 2023 - Mar 2024
<ul style="list-style-type: none"><li>• <b>Designed and executed a comprehensive mixed-methods discovery study to identify underserved clients' financial motivations, needs, and challenges.</b><ul style="list-style-type: none"><li>◦ Collaborated cross-functionally with Design, Data Analytics, and Research teams to launch a <b>survey</b> on Qualtrics, amassing <b>200 responses</b>.</li><li>◦ Moderated <b>8 in-depth interviews</b> to gain deeper insights into client perspectives.</li><li>◦ Presented strategic recommendations to stakeholders, driving buy-in across <b>3 product areas</b>.</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>20 unmoderated usability tests</b> in an agile environment under the mentorship of a UX researcher.</li><li>◦ Managed conflicting stakeholder expectations, primed to present recommendations for increased product adoption and improved user experience.</li></ul></li></ul>	
<b>Amazon, Seattle, WA</b> <i>User Experience (UX) Research Intern</i>	Jun 2022 - Sep 2022
<ul style="list-style-type: none"><li>• <b>Led a Diversity, Equity, and Inclusion study with 16 users through contextual inquiry.</b><ul style="list-style-type: none"><li>◦ Determined the best research solution to the problem presented through cross-functional collaboration with Research, Design, DEI, Legal, and PR teams.</li><li>◦ Presented findings from the qualitative evaluation to influence product strategy.</li></ul></li></ul>	
<b>Drexel University, Philadelphia, PA</b> <i>Graduate Research Assistant</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>◦ Conducted <b>44 user tests</b>, gathering perceptions on an AI prototype's utility in offloading caregiving work.</li><li>◦ Moderated <b>12 in-depth interviews</b> to explore user perceptions on potential use of AI for subjective work.</li><li>◦ Contributed to academia by publishing <b>4 full papers</b>, <b>4 posters</b>, and <b>5 workshop papers</b> at top-tier HCI venues.</li><li>◦ Mentored <b>2 undergraduate</b> and <b>3 graduate students</b>, fostering their growth in user-centered research.</li></ul></li></ul>	
<b>University of Maryland, College Park, MD</b> <i>Graduate Research Assistant</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>◦ 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, Bangalore, 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.**  
In ACM Computer-Supported Cooperative Work and Social Computing (CSCW '24) [Acceptance rate 25.5%].

## SKILLS

**Research:** Qualitative User Research, Interview, Usability test, Survey, Contextual Inquiry, Co-Design, Participatory Research, Thematic Analysis, Descriptive Statistics.  
**Design:** User-centered Design, User Journeys, Empathy Mapping, Rapid Prototyping.  
**Software:** NVivo, Qualtrics, MIRO, SPSS, UserTesting, Figma, Adobe Creative Suite, MS Office.