

Divya Smriti

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EDUCATION

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

EMPLOYMENT

Vanguard, Philadelphia, PA Sep 2023 - Mar 2024
Ph.D. User Experience (UX) Research Intern

- **Led an end-to-end mixed-methods discovery study focusing on underserved clients' financial motivations, needs, and challenges.**
 - Scoped out research questions through secondary research, **12** stakeholder interviews, and **1** focus group.
 - Collaborated cross-functionally with Design, Data Analytics, and Product teams.
 - Conducted a Qualtrics survey with **200** responses and moderated **8** in-depth interviews.
 - Presented strategic recommendations to stakeholders, driving buy-in across **3** product areas.
- **Evaluated and compared product designs on UserTesting for comprehension and learning.**
 - Conducted **12** unmoderated remote usability tests on UserTesting in an agile environment.
 - Managed conflicting stakeholder expectations to gain stakeholder buy-in on the research plan.
 - Presented recommendations to improve user experience and influence the product roadmap.

Amazon, Seattle, WA Jun 2022 - Sep 2022
User Experience (UX) Research Intern

- **Led a Diversity, Equity, and Inclusion qualitative evaluation study.**
 - Determined the best research method and conducted a contextual inquiry study with **16** users.
 - Collaborated cross-functionally with Research, Design, DEI, Legal, and PR teams.
 - Presented findings from the qualitative evaluation to drive product strategy.

Drexel University, Philadelphia, PA Sep 2019 - Present
Graduate Research Assistant

- **Designed AI framework for subjective caregiving work, collaborating with designers and researchers.**
 - End-to-end experience with all aspects of user research (study design, recruiting, moderation, analysis, reporting).
 - Conducted **44** user tests of a conversational AI prototype to gather perceptions around offloading caregiving work.
 - Moderated **12** in-depth interviews to understand the potential use of AI for subjective caregiving work.
 - Contributed to academia by publishing **4** full papers, **4** posters, and **5** workshop papers at top-tier HCI venues.
 - Mentored **2** undergraduate and **3** graduate students, fostering their growth in user-centered research.

University of Maryland, College Park, MD Oct 2017 - May 2019
Graduate Research Assistant

- **Facilitated 30 sessions with 12 children to co-design technologies that support children's learning.**
 - Conducted each co-design session with a different stakeholder, setting and meeting expectations.
 - Adapted approaches based on varied stakeholder needs, optimizing collaborative outcomes.

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, Heuristic Evaluation, 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.

Other: Teamwork, Collaboration, Mentorship, Adaptability.