

ADA NG

First year PhD student currently focusing on the role of patient-generated data in patient-provider collaboration

ada-ng.com
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EDUCATION

Northwestern University, Evanston, IL
PhD Technology and Social Behavior
Joint program in Computer Science and Communication Studies
People, Information, and Technology Changing Health
(PITCH) Lab, directed by Madhu C. Reddy, PhD, FACMI

2016-
current

Cornell University, Ithaca, NY
BS Design and Environmental Analysis
Interdisciplinary program in design and human-environmental relations

2007-2012

RESEARCH INTERESTS

healthcare information technology (HIT), human-computer interaction (HCI), user-centered design, computer-supported cooperative work (CSCW), qualitative research methods, user experience (UX)

PROFESSIONAL EXPERIENCE

Uptake
User Experience Researcher

- Plan, schedule, and conduct research
- Research methods include: end-user in-depth interviews, rapid iterative prototyping, usability testing, contextual inquiries, observations
- Synthesize research to create personas, workflows, journey maps, and ecosystem diagrams
- Share research findings with fellow researchers, designers, developers, product managers, and stakeholders
- Collaborate with cross-disciplinary teams to create solutions that are informed by user research
- Support Rail, Internet of Things (IoT), and other customer-facing product teams to create mobile and desktop solutions
- Communicate with cross-functional teams, advocating for UX best practices and evangelizing user centered design

2016

	GfK Custom Research, LLC User Experience Lead Specialist <ul style="list-style-type: none"> - Planned and executed research as team lead for clients in a variety of sectors both locally and internationally using a variety of research methods - Responded to request for proposals 	2015-2016
	GfK Custom Research, LLC User Experience Specialist <ul style="list-style-type: none"> - Planned and executed research for clients in a variety of sectors both locally and internationally - Research methods include: formative and validation human factors studies, rapid iterative testing, tests for comprehension of graphics and content, in-lab usability tests of commercial web and mobile applications, in-depth interviews with users, contextual inquiry - Other responsibilities: client management, project management (recruit, site management), writing HFE reports for FDA submission, creating low and high fidelity prototypes, and synthesizing design recommendations 	2013-2015
	Envirosell Field Researcher Traveled to clients' retail sites to conduct observations and interviews in order to discover consumer behaviors and provide recommendations on service design and strategy	2012-2013
TEACHING EXPERIENCE	Northwestern University Teaching Assistant Designing Health User Experiences (HEALTH_COMM 445) [Prof. Anne Marie Piper] <i>Graduate course to introduce Master of Health Communication students to a user-centered design thinking process and its application to healthcare technology</i>	Spring 2017
	Northwestern University Teaching Assistant Human-Computer Interaction (HEALTH_COMM 455) [Prof. Madhu Reddy] <i>Graduate course to introduce Master of Health Communication students to the field of HCI and its application to HIT and the process of design, implementation, and evaluation of HIT</i>	Winter 2017

COURSEWORK	Independent study (COMM_ST 499) [Prof. Stephen Schueller] <i>Conduct research on the use of Fitbit data during intensive outpatient therapy for veterans with PTSD</i>	Spring 2017
	Machine Learning (EECS 349) [Prof. Doug Downey] <i>Introduction to the concepts and methods in machine learning</i>	Spring 2017
	Qualitative Methods for Understanding Technology Use and Design (MTS 525) [Prof. Anne Marie Piper] <i>Seminar course on qualitative research methods</i>	Spring 2017
	Theories and Practices of Human-Computer Interaction (MTS 525) [Prof. Darren Gergle] <i>Seminar course on foundational literature in the field of HCI</i>	Winter 2017
	Wireless and Mobile Health (mHealth) (EECS 495) [Prof. Nabil Alshurafa] <i>Introduction to the field of mHealth through design and evaluation of an mHealth system</i>	Winter 2017
	Independent study (COMM_ST 499) [Prof. Madhu Reddy] <i>Literature review writing on systems designed for patient-provider collaboration using patient-generated health data in collaboration with Alice Zhang</i>	Fall 2016 + Winter 2017
	Introduction to Graduate Research in Media, Technology, and Society (MTS 501) [Prof. Aaron Shaw] <i>A graduate foundation course on academic matters in Media, Technology and Society space</i>	Fall 2016
	Personal Health Systems (EECS 495) [Prof. Nicos Maglaveras] <i>An introduction to Information and Communication Technology (ICT) components (including wearable technologies, medical devices) of the Personal Health Systems (PHS) and the engineering approaches for integrating and testing the ICT components driven by user needs</i>	Fall 2016

UNIVERSITY SERVICE	Northwestern University Professional Development Sub-committee Member Co-President Plant-it Purple (graduate student gardens) InfoSocial Conference 2017 Treasurer	2016-current 2017-current 2016-2017
PUBLICATIONS	Peer-Reviewed Workshop Papers Ng, A. , Reddy, M., Alshurafa, A. (2017). Supporting Curiosity at Home: Discovering In-Home Habits of Individuals with Eating Disorders. Workshop on "Designing for Curiosity." <i>ACM CHI 2017</i> . Denver, CO. May 6-11, 2017.	2017
GRANTS	Microsoft-Inria Joint Research Center Student Travel Grant	2017
PROFESSIONAL ORGANIZATIONS	AMIA ACM	2016-current 2017