Grace Gaspardo

UX RESEARCH

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EDUCATION

ANTICIPATED MAY 2020
Master of Science
Human Computer Interaction
Georgia Institute of Technology

JUNE 2014
Bachelor of Arts
Linguistics
University of California, Los Angeles

WORK EXPERIENCE

Appen
FEB 2018 – PRESENT
Linguist

Annotate natural language data based on established conventions and guidelines; revise guidelines for non-linguist annotators; write new training data and provide gold annotations.

Adecco at Google
JUNE 2015 – MAY 2017
Junior Linguist

Did end-to-end evaluations on the Google Assistant, testing supported functions and vetting outputs; wrote and configured messages to fit format required for natural language generation implementation; contributed to and maintained documentation on annotation practices; annotated and synthesized linguistic data to be used as training and gold data for natural language processing (NLP) systems; piloted experimental tasks in NLP; conducted error analysis to find trends in erroneous system analyses; trained linguists and provided feedback on their work based on their adherence to guidelines and past corpora; collaborated with engineers on annotation tasks and annotation tool features.

Distributed Little Red Hen Lab
JUNE 2014 – DEC 2014
Research Assistant

Annotated parts-of-speech on closed caption feeds.

Zooey Magazine
FEB 2013 – SEPT 2014
Proofreader

Proofread content for print and web publication; reviewed proofs for errors and discrepancies in formatting and content.

SELECTED PROJECTS

Lightning
An app and plug-in to increase transparency between The Home Depot store employees and merchandising teams.

Worked with The Home Depot's corporate and store employees to find areas of inefficiencies related to task management; reviewed and revised interview and survey questions for store employees, conducted interviews and distributed surveys to discover pain points with the current tasking systems; developed potential solutions based on analysis of qualitative data; collaborated on creating wireframe based on feedback of early design ideas.

Blossom
A smart sensor and app to help users keep track of their plant's needs.

Conducted interviews with plant owners and nursery employees to find what struggles the former face when purchasing and maintaining indoor plants; analyzed qualitative data; sketched and storyboarded potential design solutions based on qualitative analysis from interviews; wrote and distributed surveys to help prioritize features to implement; built physical prototype for user testing and demonstration purposes.

SKILLS

RESEARCH & ANALYSIS	Interviews, Surveys, Contextual inquiry, JTBD Affinity mapping, Personas, Journey mapping, Heuristic evaluation, Usability testing
DESIGN	Sketching, Storyboarding, Wireframing, Prototyping
TOOLS	Adobe CC, InVision