

Huê Lynn Pearl Watson

User Researcher & UX Designer

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EDUCATION

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| Georgia Institute of Technology , Atlanta, GA | May '19 |
| MS in Human Computer Interaction | |
| Indiana University , Bloomington, IN | Dec '14 |
| BA in East Asian Languages and Cultures, Political Science | |
| Minor in Computer Science | |

WORK EXPERIENCE

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|--|-------------------|
| Georgia Institute of Technology | May '18 – May '19 |
| <i>Graduate Research Assistant</i> | |
| <ul style="list-style-type: none">- Applying qualitative research methodologies and analysis to determine how socially connected groups interact, affect, and behave regarding cybersecurity | |
| Omnitracs | Nov '15 – May '17 |
| <i>Customer Service Associate</i> | |
| <ul style="list-style-type: none">- Realized the importance of UX design while helping users troubleshoot problems with software for fleet management and telematics- Played an instrumental role in helping the Customer Service team achieve a 4.8 out of 5 in customer satisfaction- Project leader for 'Roadnet Review,' a newsletter allowing the company to connect to customers and directly address their concerns | |

SELECTED PROJECTS

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|---|-------------------|
| Dashboard for Clinicians Treating PTSD | Aug '18 – May '19 |
| <i>Research and designer</i> | |
| <ul style="list-style-type: none">- Designing for clinicians treating patients with PTSD for a better and more informed treatment process- Utilizing research and analysis methods to inform app design- Allows clinicians a more wholistic view of patient data in an effective and efficient manner while saving them time and increasing time spent with patients | |
| Animal & You | Jan '18 – May '18 |
| <i>Researcher, designer, and developer</i> | |
| <ul style="list-style-type: none">- An interactive table connecting users with animals available for adoption at local animal shelters, but particularly dogs that are not as desirable for adoption | |
| Infograin | Aug '17 – Dec '17 |
| <i>Researcher and designer</i> | |
| <ul style="list-style-type: none">- Designed for students with dietary restrictions to help them make more informed meal decisions when eating out- Utilized research and analysis methods to inform app design- Created hi-fidelity prototypes to conduct user evaluations- Allows for an easier and faster way to determine available food options by having a restaurant compatibility score, and having the ability to drill down to view food items based on the student's dietary restrictions | |
| ZipFit | Aug '17 – Dec '17 |
| <i>Project manager, researcher and designer</i> | |
| <ul style="list-style-type: none">- Designed for retail customers to help improve their shopping and fitting room experiences- Utilized research and analysis methods to inform app design- Created hi-fidelity prototypes to conduct user evaluations- Allows customers to have a more convenient and efficient shopping experience | |

PAPERS IN PROGRESS

- **Watson, H.**, Moju-Igbene, E., Kumari, A., Das, S. "The Cybersecurity and Digital Privacy Behaviors of Socially-Connected Groups". Submitted.
- Schertz, E., **Watson, H.**, Krishna, A., Sherrill, A., Evans, H., Arriaga, R. "Bridging the Gap: Creating a Clinician-Facing Dashboard for PTSD". Submitted.
- Evans, H., Lakshmi, U., **Watson, H.**, Ismail, A., Kumar, N., Arriaga, R. "Engaging a Plurality of Caring Perspectives in Treating Veterans with PTSD". Submitted.
- Park, J., Evans, H., **Watson, H.**, Abowd, G., Arriaga, R. "How Close Now? Revisiting the Empirical Investigation of User Proximity to Their Smartphones". Submitted.

SKILLS

UX Methods

Affinity mapping ·
Cognitive walkthrough ·
Contextual inquiry · Data coding ·
Ethnography · Focus groups ·
Interviewing · Journey mapping ·
Literature review · Observations ·
Personas · Storyboards · Surveys ·
Wireframes · Usability testing

Tools:

Survey design/distribution

Qualtrics · Google Forms · Paco App

Programming

Python · Processing · Java · Arduino ·
HTML & CSS

Prototyping

Photoshop · Sketch · InVision ·
Sketching

ACHIEVEMENTS

- | | |
|--|----------|
| <i>Finalist</i> | Fall '17 |
| <ul style="list-style-type: none">- Convergence Innovation Competition | |

HOBBIES

- In my free time, I like playing piano, dancing, taking care of my two adorable dogs, cooking delicious foods, and staying healthy!