

# Huê Lynn Pearl Watson

User Researcher & UX Designer

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## EDUCATION

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

## WORK EXPERIENCE

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

## SELECTED PROJECTS

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

## 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"><li>- Convergence Innovation Competition</li></ul> |          |

## HOBBIES

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