

Jaitun Patel

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SUMMARY

Curious and enthusiastic HCI researcher with 2+ years of experience, seeking opportunities to practice user-centered design and deliver experiences that make technology accessible and usable for people around the world.

EDUCATION

- **Virginia Tech** Master of Science in Computer Science & Applications; GPA: 3.90
Anticipated Graduation - May 2023
- **Ashoka University - Young India Fellowship** Postgraduate Diploma in Liberal Studies; GPA: 3.48
July 2019 - June 2020
- **A. D. Patel Institute of Technology (ADIT)** Bachelor of Engineering in Computer Engineering; CGPA: 8.44
August 2014 - May 2018

EXPERIENCE

- **Graduate Research Assistant**
Virginia Tech *August 2021 - Present*
 - Informing the design of technology for sustainable trail management through **qualitative and quantitative research** under Dr. Scott McCrickard in collaboration with an interdisciplinary team of researchers
 - Identified **user needs, attitudes, emotions and behaviors** of individuals during hiking by analyzing 5 years of **social media data** from Reddit, Instagram, and Trail Journals
 - Reported barriers and opportunities for digital technology through **axial coding and thematic analysis** of 20 **semi-structured interviews** with trail managers
 - Generated design ideas by conducting a 2-hours **participatory workshop** with 17 long-distance hikers and evaluated the usability of the prototype design through **field observations and user surveys**
- **Graduate Teaching Assistant**
Virginia Tech *January 2022 - Present*
 - Assisting in teaching by resolving student queries, mentoring for projects, grading and analyzing student performance
 - Courses: Introduction to Programming in Java, Software Design & Quality, HCI Capstone: *Designing Outdoor Games*
- **Graduate Intern - Technology and Digital Solutions**
Stanford Health Care *May 2022 - August 2022*
 - Presented **data-driven strategies** to reduce around 2% of patient no-shows for appointments in the MyHealth application while **advocating for patients, clinicians and management needs**
 - Enhanced user experience in MyHealth, mobile and web applications, by **including user's voice** in the design through interactions with hospital staff and working with cross-functional teams for the deployment of Wayfinding functionality
- **Software Engineer**
Carobar Business Solutions Pvt. Ltd *July 2020 - May 2021*
 - Delivered a LIMS system for COVID-19 testing in a fast-paced environment by understanding and incorporating complex technical, business and client requirements that accelerated testing during the first wave of the pandemic
 - Managed project deadlines by independently handling projects in design, build, and test phases and providing troubleshooting and customer support
- **Image Processing Engineer**
Spectral Insights - an nference Inc Company *September 2018 - July 2019*
 - Increased system capabilities by developing customer-facing modules to process whole slide medical images of pathological samples using Image Processing, Computer Vision and ML algorithms that automated the user workflow in pathology labs

SELECTED PROJECTS

- **Volunteer Engagement Platform(VEP)**
 - **Client:** Appalachian Trail Conservancy(ATC)
 - Improved design of VEP to enable users to easily browse through volunteering events and engage more on the platform by following the UX life-cycle from user research to design evaluation
 - **Methods:** 10 User interviews, Contextual Inquiry, Usage Research Data Elicitation and Analysis, Work Activity Affinity Diagram(WAAD), Data Modelling, Ideation, Storyboarding, Wireframing, Low-fidelity prototype, Rapid Empirical Evaluation, Cost Importance Analysis; **Tools:** Jamboard, Figma
- **Refugee Connect: Language Translation App for refugee resettlement in rural communities**
 - **Client:** Blacksburg Refugee Partnership(BRP)
 - Designed mobile application to support the resettlement experience for refugees with improved communication channels by facilitating the day-to-day translation process for refugee local support groups and reducing the cognitive and psychological load on limited BRP translators
 - **Methods:** 5 User interviews, Field Observations, Ideation, Low-fidelity prototyping, Usability testing; **Tools:** Figma
- **Indian Ocean Tracker**
 - **Client:** Carnegie India(Primary) and Ashoka University
 - Designed an interactive dashboard tool to visualize publicly available data on piracy and fishing activities in the Indian Ocean region through iterative design processes)
 - **Methods:** Secondary research and data analysis, Ideation, Medium fidelity prototyping, Iterative design; **Tools:** Miro, Sketch, ArcGIS, Python, MySQL, MS Excel

TECHNICAL SKILLS

- **Practiced Areas:** Human-Computer-Interaction (HCI), User-Centered Design, UX Research, Machine Learning, Agile Methodology, Social Media Analysis, Data Analysis & Visualization
- **UX Methods:** Contextual Inquiry, Usability Testing, A/B testing, Participatory Design Workshops, Diary Studies, Design Thinking, User Interviews, Surveys, Quantitative and Qualitative Analysis, Storyboarding, Wireframing, Prototyping, Rapid Empirical Evaluation, Logs analysis, Web design, Content Strategy
- **Tools:** Figma, Sketch, InVision, Google Analytics, Qualtrics, QuestionPro, Miro, Canva, MySQL, PostgreSQL, Jira

PUBLICATIONS

- [APA 2023] Shalini Misra, Norhan T Abdelgawad, Morva Saaty, Jaitun V Patel, Kris Wernstedt, and Scott McCrickard. **Poster: Toward a Public Interest Technology Framework for Trail Infrastructure Management.** Accepted in the Society for Environmental, Population and Conservation Psychology at American Psychological Association Convention 2023
- [COMPASS 2022] Saaty, Morva, Jaitun V. Patel, Norhan Abdelgawad, Jeffrey Marion, D. Scott McCrickard, Shalini Misra, and Kris Wernstedt. **Note: Studying Sustainable Practices of Appalachian Trail Community based on Reddit Topic Modelling Analysis.** In ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies (COMPASS), pp. 560-563. 2022
- [CHI 2022] Saaty, Morva, Jaitun V. Patel, Derek Haqq, Timothy L. Stelter, and D. Scott McCrickard. **Integrating social media into the design process.** arXiv preprint arXiv:2205.04315 (2022).

LEADERSHIP AND VOLUNTEER EXPERIENCE

- **Organized and Conducted** Mobile-Game Design Workshop for Diversity and Outdoors at CAPWIC 2023
- **Mentored** student teams for HCI Capstone Projects at Virginia Tech
- **Presented research findings** at ACM SIGCAS & SIGCHI Computing and Sustainable Societies (COMPASS '22) and at CHI Conference on Human Factors in Computing Systems (CHI '22)
- **Volunteered** for trail maintenance work with Outdoor Club at Virginia Tech, 2022
- **Participated** in a devise theatre workshop at Virginia Tech, 2022 for the outreach of community efforts
- **Ashoka Alumni Mentor 2021** advised students around the relevance of an interdisciplinary career and opportunities in tech
- **Teaching Volunteer, Barefoot Edu, September 2020 - March 2021**
 - Assisted a government school in India in online transitioning by contributing to the design of classes and course structure
 - Engaged around 30 primary-grade students in the subjects of History and Environmental Studies

AWARDS AND ACCOMPLISHMENTS

- **Creative Writing Piece published and featured** in the Final Draft, A Journal of the YIF Critical Writing Programme
- **Dewang Mehta IT Award, 2018**
 - Led a team of three to build a self-driving car system that was recognized as one of the best-in-class, innovative and socially impacting initiatives within the IT sector in the state of Gujarat, India from a pool of 112 Engineering projects
 - Presented the system implementation in a golf car at the Vibrant Gujarat Start-Up and Technology Summit 2018
- **Winner of Smart India Hackathon, 2017**
 - Selected from 40 teams across the nation for building and presenting a working prototype of a smartphone application to translate sign language to speech and text and vice versa by working in a team of six for 36 continuous hours
- **Earned a Bachelor of Arts in Indian Classical Dance - Bharatnatyam**
 - Completed 7+ years of formal training to learn both theory and practice of the art form