JANE HSIEH

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EDUCATION

Carnegie Mellon University PhD candidate in Software Engineering — August 2020 - Present
Oberlin College Bachelor of Arts in Computer Science and Mathematics — August 2016 - May 2020
With a Concentration in Cognitive Science — (Major) GPA: (3.77) 3.71

PUBLICATIONS

1. **Jane Hsieh**, Yili Hong, Gordon Burtch, Haiyi Zhu, "A Little Too Personal: Effects of Standardization versus Personalization on Job Acquisition, Work Completion, and Revenue for Online Freelancers", *CHI Conference on Human Factors in Computing Systems, CHI '22*, New Orleans, LA, Preprint.

2. Michael Xieyang Liu, **Jane Hsieh**, Nathan Hahn, Angelina Zhou, Emily Deng, Shaun Burley, Cynthia Taylor, Aniket Kittur, Brad A. Myers, "Unakite: Scaffolding Developers' Decision Making About Trade-offs through Capturing and Organizing Web Resources", *ACM Symposium on User Interface Software and Technology, UIST'19*, New Orleans, LA, October 20-23, 2019. pp. 67-80. ACM DL and local pdf. **Best Paper Honorable Mention Award** from the ACM Symposium on User Interface Software and Technology, UIST'19 (top 6 out of 93 accepted papers).

3. Michael Xieyang Liu, Nathan Hahn, Angelina Zhou, Shaun Burley, Emily Deng, **Jane Hsieh**, Aniket Kittur and Brad A. Myers, "UNAKITE: Support Developers for Capturing and Persisting Design Rationales When Solving Problems Using Web Resources", *DTSHPS'18 Workshop on Designing Technologies to Support Human Problem Solving* (DTSHPS'18) at VL/HCC'2018. Oct. 1, 2018. p. 25. extended abstract or full proceedings.

4. **Jane Hsieh**, Michael Xieyang Liu, Brad A. Myers, Aniket Kittur, "Poster: An Exploratory Study of Web Foraging to Understand and Support Programming Decisions," *2018 IEEE Symposium on Visual Languages and Human-Centric Computing* (VL/HCC'18), October 1 - 4, 2018, Lisbon, Portugal. pp. 305-306. IEEE DL and local pdf.

5. Yumi Ijiri, Kathryn L. Krycka, Ian Hunt-Isaak, Hillary Pan, **Jane Hsieh**, Julie A. Borchers, James J. Rhyne, Samuel D. Oberdick, Ahmed Abdelgawad, Sarah A. Majetich, "Correlated spin canting in ordered core-shell $Fe_3O_4/Mn_xFe_{3-x}O_4$ nanoparticle polycrystalline assemblies," *Physical Review B* 99(9). March 18, 2019. p. 094421. APS DL and local pdf.

RESEARCH & WORK, EXPERIENCES

Data Science Consultant at Upwork Inc. — *Summer 2021 - ongoing*
Supervised by Sibo Lu — Remote
Working on measuring and improving fairness within the platform (further details are protected under NDA).

Moderation and Automation: Open Source Toxicity Management — *Spring 2021 - ongoing*
Advised by: Haiyi Zhu & Laura Dabbish — Remote
Recruit interviewees from Github to discuss open source toxicity moderation strategies and bot interactions
Conduct qualitative interviews and mentored 2 undergraduate research assistants.

Personalization versus Standardization Gig Worker Strategies — *Fall 2020 - Sept 2021*
Collaborators: Haiyi Zhu, Gord Burtch, and Kevin (Hong) Li — Pittsburgh, PA
Empirically analyzed freelancer.com chat data to reveal communication strategies.
Manuscript of CHI submission available upon request.

Support Portal at IBM   *Summer 2020*
Software Enginner Intern on IBM's Toolbox Team   Raleigh, NC
Conducted user research with administrators to reveal internal productivity painpoints and devise solutions
Developed drivers in Slack and Github to provide self-service features that normally require admin privileges

Constructing Effective Stack Overflow Questions   *Fall 2019-Spring 2020*
Honors Project in Computer Science, advised by Cynthia Taylor   Oberlin, OH
Conducted literature review to find factors of successful questions, and verified with a two-proportions Z-test
Developed a dynamic Chrome plugin that provides actionable suggestions to users constructing questions

Interactive Terminal Application for IBM's Multicloud Manager   *Summer 2019*
Extreme Blue Technical Intern, managed by Ross Grady   Raleigh, NC
Conducted user research with internal Kubernetes operators to identify relevant painpoints
Developed vi-based tool for multicloud applications using Python's curses library and Agile practices
Created the open-sourced multicloud-incident-response-navigator project and published patent defense

UNAKITE Chrome Extension   *Summer 2018-2019*
REUSE Program at Carnegie Mellon University, advised by Brad Myers & Aniket Kittur   Pittsburgh, PA
Conducted user studies at the HCI institute, designed and implemented interface improvements using React
Published and presented findings at the 2018 *VL/HCC* conference
Continued various user studies and analysis through remote collaboration

Characterizing and Separating Magnetic Nanoparticles   *2016 - 2018*
STRONG Pre-First-Year Program, advised by Yumi Ijiri   Oberlin, OH
Assisted in making design improvements for a nanoparticle separation channel after testing with a prototype
Used Jupyter Notebook to fit polarization-analyzed small-angle neutron-scattering data from 16 conditions
Analyzed resulting trends to learn about behavior and interactions of the manganese ferrite particles.

TEACHING, SERVICE & VOLUNTEERING

User Experience Researcher for Educational Equity   *Summer 2020 - ongoing*
Conducted market research and interviews to build a program to help women (undergraduates and those
going under a career) transition to become more familiar with the world of tech

Web Development for Digital Yearbook   *Summer 2020*
Designed and implemented visual layout to the digital yearbook using Omeka Classic, CSS, HTML and PHP.

Uncovering Covid Workshop Leader   *Spring 2020*
Planned, trained for and led weekly discussions for 15 admitted Oberlin students on a half-module course
exploring Covid-19 from a variety of disciplines. Attended weekly lectures by professors from 8 departments.

Sophomore Opportunities & Academic Resources (SOAR) Leader   *Fall 2019 - Spring 2020*
Recruit participants and plan for winter retreat to provide students with resources for major declaration.

Office hour holder, Grader and Tutor for Algorithms   *Fall 2018*
Led group workshops to guide students on homework problems twice per week and graded 20 responses.

Computer Science Majors Committee Member   *Fall 2018 - Spring 2020*
Organized department activities, updated committee websites, held weekly office hours

Lab helper for Introductory course in Python   *Spring 2017, 2018*
Assisted $\approx$ 20 students debug and find logical errors in weekly Python assignments

Oberlin Workshop & Learning Sessions (OWLS) Leader for Algorithms   *Fall 2018*
Attended class to plan and lead interactive, non-traditional workshops (weekly)

Advanced Chinese Drill Session Teacher   *Spring 2017*
Created lesson plans (after attending class) to lead weekly drills to help students improve speaking fluency