Shagun Jhaver

Assistant Professor
Department of Library and Information Science
Rutgers University

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RESEARCH INTERESTS

My research examines the governance mechanisms of online platforms to understand how their design, technical affordances, and policies affect public discourse. I use a mixed methods approach, combining system building, casual inference of large-scale social media data, surveys, and interviews to explore how platforms can address societal issues such as online harassment and the rise of hate groups.

Topics: *Content Moderation, Online Harassment, Ethical and Responsible Computing, Fair and Transparent AI, Human-Computer Interaction, Human-Centered Design, Data Science, Computational Social Science*

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, GA USA
Ph.D., Computer Science   Aug 2015 – May 2020

Dissertation: *Identifying Opportunities to Improve Content Moderation*
Advisors: Amy Bruckman and Eric Gilbert
Committee: Scott Counts, Neha Kumar, Keith Edwards

UNIVERSITY OF TEXAS AT DALLAS, Richardson, TX USA
M.S., Computer Science   Aug 2012 – Dec 2014

Thesis: *Large Scale Data Mining with Applications in Social Computing*
Advisor: Latifur Khan

INDIAN INSTITUTE OF TECHNOLOGY BOMBAY, Mumbai, India
B.Tech., Electrical Engineering   Aug 2006 – May 2010

EMPLOYMENT

FALL 2021 TO DATE	**Rutgers University**
	Assistant Professor, Department of Library and Information Science
SPRING 2021	**Research Advisor, Twitch**, Seattle, WA (USA)
2020-21	**University of Washington**
	Postdoctoral Scholar, Paul G. Allen School of Computer Science & Engineering
2020-21	**Harvard University**
	Affiliate, Berkman Klein Center for Internet & Society
SUMMER 2020	**Research Intern, Max Planck Institute for Software Systems**, Saarbrücken, Germany
SUMMER 2018	**Research Intern, Microsoft Research**, Redmond, WA (USA)
SUMMER 2017	**Research Intern, Airbnb**, San Francisco, CA (USA)
MAR-JUL 2015	**Software Developer, Amazon**, Seattle, WA (USA)
SUMMER 2013	**Research Intern, Brown University**, Providence, RI (USA)
2011-12	**Software Developer, Future Group**, Mumbai, India
SUMMER 2009	**Research Intern, INRIA Research Center**, Paris-Rocquencourt, France

GRANTS

- "Understanding Advice-seeking Practices of People in Inter-caste Relationships on Reddit"
  Rutgers SC&I Grants for Individual Faculty Research (GIFR) (2025)
  Shagun Jhaver
  Amount: $4,500

- "Toward decent communication and fair work among digital pieceworkers"
  Rutgers SC&I Grants for Team Based Research Basic Scholarship Development (GTFR) (2024)
  Sophia Fu and **Shagun Jhaver**
  Amount: $25,000

- "Incorporating Procedural Fairness in Flagging Mechanisms on Social Media Sites"
  National Science Foundation (NSF) IIS - HCC-Human-Centered Computing Unit:Small (2023)
  PI: **Shagun Jhaver**
  Amount: $581,680
  Award Link
  (Note: this grant received a termination attributed to a "realignment of NSF priorities" on April 18, 2025.)

- "Rutgers Computational Social Science Lab"
  Rutgers SC&I Grants for Team Based Research Basic Scholarship Development (GTFR) (2023)
  Katherine Ognyanova, **Shagun Jhaver**, Sarah Shugars, Matthew Weber, Sophia Fu, Vivek Singh, Tawfiq Ammari, and Kiran Garimella
  Amount: $14,000

- "Effects of Warning and Information Labels on Attraction to Offensive Online Communities"
  Rutgers SC&I Grants for Individual Faculty Research (GIFR) (2023)
  Shagun Jhaver
  Amount: $4,000

- "Pathways to Online Radicalization: Designing Sociotechnical Solutions to Address Online Masculine Toxicity & Radicalization"
  Rutgers School of Communication and Information, Scholarly Futures Award (2022)
  Shagun Jhaver, Kiran Garimella, and Tawfiq Ammari
  Amount: $4,000

- "Examining User Trajectory in the Aftermath of Community Bans"
  Rutgers SC&I Grants for Individual Faculty Research (GIFR) (2022)
  Shagun Jhaver
  Amount: $4,800

- "Evaluating the Effectiveness of Deplatforming as a Moderation Strategy"
  Facebook Oversight Board Research Award (2020)
  Shagun Jhaver, Christian Boylston, Amy Bruckman, Diyi Yang
  Amount: $99,708
  Duration: 9 months

- "A Restorative Justice Approach to Online Moderation"
  UC Berkeley Center for Technology, Society & Policy Fellowship (2020)
  Sijia Xiao, **Shagun Jhaver**, Niloufar Salehi
  Amount: $4,000
  Duration: 9 months

AWARDS AND HONORS

- Best Paper Award, CSCW (2025)

- Editor's Pick for Notable Paper, TOCHI (2024)

- Best Faculty Research Award, Library and Information Science, Rutgers University (2024)

- Best Paper Honorable Mention x2 (two independent honorable mentions on different papers), CSCW (2021)

- Special Reviewer Recognitions for Outstanding Reviews (CHI 2020, CHI 2021)

- Best Paper Award, CSCW (2019)

- Best Paper Honorable Mention Award, CSCW (2019)

- Featured in Editor's Spotlight, TOCHI (2018)

- Best Paper Award, ICWSM (2016)

PUBLICATIONS

Link to Google Scholar

Peer-reviewed Journal and Conference Publications

[28] Nayana Kirasur and **Shagun Jhaver** (2025). "Understanding the Prevalence of Caste: A Critical Discourse Analysis of Caste-based Marginalization on X," Accepted in *Proceedings of the ACM on Human-Computer Interaction (CSCW 2025)*.
Best Paper Award

[27] Alyvia Walters, Tawfiq Ammari, and **Shagun Jhaver** (2025)."Moral Disengagement and Content Moderation Attitudes: Examining How Apathy to Online Harms May Disguise Racially Conservative Beliefs," Accepted in *New Media & Society*.

[26] **Shagun Jhaver** (2025). "Personal Moderation Configurations on Facebook: Exploring the Roles of Fear of Missing Out, Social Media Addiction, Norms, and Platform Trust," In *First Monday*.

[25] Eunbin Ha, Haein Kong, and **Shagun Jhaver** (2025). "Examining Racial Stereotypes in YouTube Autocomplete Suggestions," In *New Media & Society*.

[24] Yunhee Shim and **Shagun Jhaver** (2025). "Understanding the Governance Challenges of Public Libraries Subscribing to Digital Content Distributors," Accepted in *The Library Quarterly*.

[23] **Shagun Jhaver.** (2025). "Bans vs. Warning Labels: Examining Bystanders' Support for Community-wide Moderation Interventions," In *ACM Transactions on Computer-Human Interaction (TOCHI)*.

[22] Manoel Horta Ribeiro, **Shagun Jhaver**, Jordi Cluet I Martinell, Marie Reignier-Tayar, and Robert West (2025). "Deplatforming Norm-Violating Influencers on Social Media Reduces Overall Online Attention Toward Them," In *Proceedings of the ACM on Human-Computer Interaction (CSCW)*.

[21] Alyvia Walters, Tawfiq Ammari, Kiran Garimella, and **Shagun Jhaver** (2024). "Online Knowledge Production in Polarized Political Memes: The Case of Critical Race Theory," In *New Media & Society*.

[20] **Shagun Jhaver**, Himanshu Rathi, and Koustuv Saha. (2024)."Bystanders of Online Moderation: Examining the Effects of Witnessing Post-Removal Explanations," In *Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI 2024)*.

[19] **Shagun Jhaver** and Amy Zhang. (2023)."Do Users Want Platform Moderation or Individual Control? Examining the Role of Third-Person Effects and Free Speech Support in Shaping Moderation Preferences," In *New Media & Society*.

[18] **Shagun Jhaver**, Seth Frey, and Amy Zhang. (2023). "Decentralizing Platform Power: A Design Space of Multi-level Governance in Online Social Platforms," In *Social Media + Society*.

[17] Sijia Xiao, **Shagun Jhaver**, and Niloufar Salehi. (2023). "Addressing Interpersonal Harm in Online Gaming Communities - The Opportunities and Challenges for a Restorative Justice Approach." *ACM Transactions on Computer-Human Interaction (TOCHI).*

[16] **Shagun Jhaver**, Alice Qian Zhang, Quan Ze Chan, Nikhila Natarajan, Ruotong Wang, and Amy X. Zhang. (2023). "Personalizing Content Moderation on Social Media: User Perspectives on Moderation Choices, Interface Design, and Labor." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2023).*

[15] **Shagun Jhaver**, Quan Ze Chen, Detlef Knauss, and Amy Zhang. (2022). "Designing Word Filter Tools for Creator-led Comment Moderation." In *Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI 2022).*

[14] **Shagun Jhaver**,* Eshwar Chandrasekharan,* Amy Bruckman, and Eric Gilbert. (2022). "Quarantined! Examining the Effects of a Community-Wide Moderation Intervention on Reddit" (* co-primary authors). *ACM Transactions on Computer-Human Interaction (TOCHI).*
Editor's Pick for Notable Paper

[13] **Shagun Jhaver**, Christian Boylston, Diyi Yang, and Amy Bruckman. (2022). "Evaluating the Effectiveness of Deplatforming as a Moderation Strategy on Twitter." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2021).*
Best Paper Honorable Mention Award

[12] Manoel Horta Ribeiro, **Shagun Jhaver**, Savvas Zannettou, Jeremy Blackburn, Emiliano De Cristofaro, Gianluca Stringhini, and Robert West. (2021). "Does Platform Migration Compromise Content Moderation? Evidence from r/The_Donald and r/Incels." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2021).*
Best Paper Honorable Mention Award

[11] **Shagun Jhaver**, Amy Bruckman, and Eric Gilbert. (2019). "Does Transparency in Moderation Really Matter?: User Behavior After Content Removal Explanations on Reddit." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2019).*
Best Paper Award

[10] **Shagun Jhaver**, Scott Appling, Eric Gilbert, and Amy Bruckman. (2019). ""Did You Suspect the Post Would be Removed?": User Reactions to Content Removals on Reddit." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2019).*
Best Paper Honorable Mention Award

[9] Maya Holikatti, **Shagun Jhaver**, and Neha Kumar. (2019). "Learning to Airbnb by Engaging in Online Communities of Practice." In *Proceedings of the ACM on Human-Computer Interaction (CSCW 2019).*

[8] **Shagun Jhaver**, Justin Cranshaw, Scott Counts. (2019). "Measuring Professional Skill Development in U.S. Cities Using Internet Search Queries." In *Proceedings of the 13th International AAAI Conference on Web and Social Media (ICWSM 2019).*

[7] **Shagun Jhaver**, Iris Birman, Eric Gilbert, Amy Bruckman. (2019). "Human-Machine Collaboration for Content Regulation: The Case of Reddit Automoderator." *ACM Transactions on Computer-Human Interaction (TOCHI).*

[6] **Shagun Jhaver**, Yoni Karpfen, and Judd Antin. (2018). "Algorithmic Anxiety and Coping Strategies of Airbnb Hosts." In *Proceedings of the 35th Annual ACM Conference on Human Factors in Computing Systems (CHI 2018).*

[5] **Shagun Jhaver**, Sucheta Ghoshal, Amy Bruckman and Eric Gilbert. (2018). "Online Harassment and Content Moderation: The Case of Blocklists." *ACM Transactions on Computer-Human Interaction (TOCHI).*
Featured in Editor's Spotlight

[4] Eshwar Chandrasekharan, Mattia Samory, **Shagun Jhaver**, Hunter Charvat, Amy Bruckman, Cliff Lampe, Jacob Eisenstein and Eric Gilbert. (2018). "The Internet's Hidden Rules: An Empirical Study of Reddit Norm Violations at Micro, Meso, and Macro Scales." In *Proceedings of the ACM on Human-Computer Interaction Article 32 (CSCW 2018).*

[3] **Shagun Jhaver**, Larry Chan, and Amy Bruckman. (2018). "The View from the Other Side: The Border Between Controversial Speech and Harassment on Kotaku in Action." *First Monday*.

[2] Munmun De Choudhury, **Shagun Jhaver**, Benjamin Sugar, and Ingmar Webar. (2016). "Social Media Participation in an Activist Movement for Racial Equality." In *Proceedings of the 10th International AAAI Conference on Web and Social Media (ICWSM 2016).*
Best Paper Award

[1] **Shagun Jhaver**, Latifur Khan, and Bhavani Thuraisingham. (2014). "Calculating Edit Distance for Large Sets of String Pairs using MapReduce." In *Proceedings of the ASE International Conference on Big Data 2014.*

Workshops and Panels Organized (Peer Reviewed)

[3] Stefano Cresci, Savvas Zannettou, Catalina Goanta, **Shagun Jhaver**, and Robyn Caplan. "COMPASS: 1st International Workshop on Computational Approaches to Content Moderation and Platform Governance." *In International AAAI Conference on Web and Social Media (ICWSM 2025)*

[2] **Shagun Jhaver**, Kiran Garimella, Munmun De Choudhury, Christo Wilson, Aditya Vashistha, and Tanushree Mitra. "Getting Data for CSCW Research." *In ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2023).*

[1] Charles Kiene, **Shagun Jhaver**, Eshwar Chandrasekharan, Bryan Dosono, Brianna Dym, Sarah Gilbert, Aaron Jiang, Kat Lo, Joseph Seering, Kenny Shores, and D. Yvette Wohn. "Volunteer Work: Mapping the Future of Moderation Research." *In ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2019).*

Posters (Peer Reviewed)

[1] **Shagun Jhaver**, Larry Chan, and Sandeep Soni. "PostScholar: Surfacing Social Signals in Google Scholar Search." *In Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion (CSCW 2016).*

Workshop Proceedings (Lightly Peer Reviewed)

[2] **Shagun Jhaver**. "Leveraging Focus Theory of Normative Conduct to Shape User Behavior." *Managing and Designing for Norms in Online Communities* Workshop. *In Proceedings of the 13th International AAAI Conference on Web and Social Media (ICWSM 2019).*

[1] **Shagun Jhaver**. "Designing 'Understanding Mechanisms' to Fight Online Harassment." *Understanding Bad Actors Online* Workshop. *In Proceedings of the 35th Annual ACM Conference on Human Factors in Computing Systems (CHI 2018).*

Technical Reports

[2] **Shagun Jhaver** and Amy X. Zhang. (2024). "Tools Against Harassment: Empowering Content Creators" *ADL Center for Technology and Society*.

[1] **Shagun Jhaver**, Pranil Vora, and Amy Bruckman. (2017). "Designing for Civil Conversations: Lessons Learned from ChangeMyView." *GVU Technical Report*.

RESEARCH EXPERIENCE PRIOR TO RUTGERS

RESEARCH ASSISTANT

- **School of Interactive Computing**, Georgia Institute of Technology   2015 – 2020
  I used computational techniques, surveys, interviews and participant observations to understand key aspects of sociotechnical systems, such as how content moderation occurs on social media websites and how users perceive and react to different moderation mechanisms.

- **Department of Computer Science**, University of Texas at Dallas   2013 – 2014
  I developed a framework to perform setwise classification on streaming data by designing an ensemble of models that addressed the challenges of concept drift, concept evolution, and storage limitations. I used this framework to conduct real-time sentiment analyses of Twitter posts.

RESEARCH INTERNSHIPS

- **Max Planck Institute for Software Systems**, Saarbrücken, Germany   June 2020 – Aug 2020
  With Krishna Gummadi - Networked Systems Research Group   (Conducted remotely)
  Examined the moderation mechanisms of Facebook ads and evaluated moderator communications on Reddit.

- **Microsoft Research**, Seattle, WA USA   May 2018 – Aug 2018
  With Scott Counts and Justin Cranshaw - Social Computing Group
  Studied the role of self-directed skill development on economic growth across all US cities using large-scale search query data.

- **Airbnb, Inc.**, San Francisco, CA USA   May 2017 – Aug 2017
  With Judd Antin - Homes 2.0 Team
  Investigated the impact of algorithmic evaluation on users and their work practices in the context of sharing economy platforms.

- **Brown University**, Providence, RI USA   May 2013 – June 2013
  Data Management Research Group
  Helped build a new system for big data analytics and performed in-memory computations on large clusters in a fault-tolerant manner.

- **INRIA Research Centre**, Paris-Rocquencourt, France   May 2009 – July 2009
  Contraintes Research team
  Developed mathematical models to analyze biomolecular networks using MATLAB.

RESEARCH SUPERVISION

POSTDOCTORAL LEVEL RESEARCH

Postdoctoral Advisor:
- Alyvia Walters (Fall 2024 - Summer 2025)

PHD LEVEL RESEARCH

Dissertation Committee Chair (Primary Advisor):
- Yunhee Shim (Rutgers LIS). Passed dissertation proposal in Fall 2025.
- Meilun Chen (Rutgers LIS). In course work as of Fall 2024. (Co-advised with Britt Paris)
- Joshua Rochotte (Rutgers LIS). (Co-advised with Charles Senteio)

Dissertation Committee Member:
- Arcadio Matos (Rutgers LIS).
- Charlotte Lambert (UIUC Computer Science). Passed preliminary exam: Fall 2024

Qualifying Exam Committee Member:

- Eunbin Ha (Rutgers LIS). Passed qualifying exam: Fall 2024
- Yunhee Shim (Rutgers LIS). Passed qualifying exam: Spring 2024 (Served as committee chair)
- Liyang Xue (Rutgers LIS). Passed qualifying exam: Spring 2024
- Arcadio Matos (Rutgers LIS). Passed qualifying exam: Fall 2023
- Casey Randazzo (Rutgers LIS). Passed qualifying exam: Summer 2023

Research Assistants
- Alyvia Walters (Rutgers LIS): *Online Knowledge Production in Polarized Political Memes* (Spring 2023 - Spring 2024)
- Matthew Ackerman (Rutgers LIS): *Content Labeling as a Moderation Practice* (Fall 2022 - Now)
- Kaitlin Montague (Rutgers LIS): *Incorporating Fairness, Accountability and Transparency in Flagging Practices* (Fall 2022 - Spring 2023)
- Nikhila Natarajan (Rutgers LIS): *Personal Content Moderation Configurations* (Spring 2022)
- Manoel Horta Ribeiro (EPFL Computer Science): *Platform Migrations; Examining the Effects on Deplatforming on Online Attention Received by Sanctioned Influencers* (Spring 2021 - Current)
- Sijia Xiao (UC Berkeley School of Information): *Online Restorative Justice* (Spring 2020 - Spring 2023)

Masters Level Research

Research Assistants
- Yuming Zou (Rutgers LIS): *Examining How Users Differentiate Reporting from Blocking* (Spring 2023)
- Himanshu Rathi (Rutgers Computer Science): *Effects of Post Removal Explanations on Bystanders* (Spring 2023)
- Abhinay Mannepalli (Rutgers Computer Science): *Examining the Effects on Deplatforming on Online Attention Received by Sanctioned Influencers* (Fall 2022 - Spring 2023)
- Abhinay Reddy Vongur (Rutgers Computer Science): *Understanding the Dynamics of Inter-community Conflicts* (Spring 2022 - Spring 2023)
- Aditya Jain (Rutgers Computer Science): *User Trajectories Following Community Bans Examined on Reddit* (Spring 2022)

Undergraduate Researchers

Research Assistants
- Alice Qian Zhang (University of Minnesota Computer Science): *Incorporating Fairness, Accountability, and Transparency in Social Media Flagging Processes* (Spring 2023)
- Nayana Sharma (Rutgers Computer Science and Cognitive Science): *Content Labeling as a Moderation Practice* (Spring 2023 - Now)

Rutgers Aresty Program Students
- Sandhya Ganesh (Rutgers ITI): *Content Labeling as a Moderation Practice* (Summer 2023 - Now)
- Charlene Olavides (Rutgers ITI): *Content Labeling as a Moderation Practice* (Fall 2023 - Now)
- Faizah Loskor (Rutgers ITI): *Examining Recruitment Strategies of Online White Supremacist Groups* (Fall 2023 - Now)
- Vincent Scaglione (Rutgers Business Analytics Information Technology): *Content Labeling as a Moderation Practice* (Fall 2022 - Spring 2023)
- Anish Gupta (Rutgers ITI): *Effects of Post Removal Explanations on Bystanders* (Fall 2022 - Spring 2023)

Supervising as a PhD Student

Georgia Tech
- Maya Holikatti - B.S. Computer Science: *Learning Mechanisms of Airbnb Hosts*
- Christian J Boylston - B.S. Computer Science: *Effects of Deplatforming on Twitter*
- Josiah Mangiameli - M.S. Human Computer Interaction: *User Reactions to Content Removals on Reddit*
- Kevin Tang - B.S. Game and Interactive Media Design: *Removal Explanations on Reddit*
- Iris Birman - B.S. Computer Science: *Moderation of Reddit Communities*
- Francisco A Zampieri - B.S. Computer Science: *Effects of Community Response on User Behavior*
- Pranil Vora - B.S. Computer Science: *Design Mechanisms of the ChangeMyView Subreddit*
- Benjamin Sugar - M.S. Digital Media: *Social Media Participation in the Black Lives Matter Movement*

TEACHING EXPERIENCE

INSTRUCTOR, RUTGERS UNIVERSITY

- Ph.D. level
  - Quantitative Research Methods
    * Fall 2025
  - Understanding, Designing, and Building Social Media
    * Spring 2023 (cross-listed with MI)

- Master of Information (MI)
  - Understanding, Designing, and Building Social Media
    * Fall 2022, Spring 2023 (cross-listed with Ph.D.), Fall 2024

- Information Technology and Informatics (ITI, undergraduate level)
  - Fundamentals of Data Curation and Management
    * Fall 2021, Spring 2022 (2 sections), Fall 2022, Spring 2023, Fall 2023 (2 sections), Spring 2024 (2 sections), Fall 2024, Fall 2025

- Course material developed/revised significantly for:
  - Quantitative Research Methods
  - Understanding, Designing, and Building Social Media
  - Fundamentals of Data Curation and Management

INSTRUCTOR, UNIVERSITY OF WASHINGTON

- CSE 492: Designing a More Critical CS Education   Winter 2021

HEAD TEACHING ASSISTANT, GEORGIA INSTITUTE OF TECHNOLOGY

- CS 4863: Computers, Society, and Professionalism   Fall 2019
  - Assisted Prof. Amy Bruckman with developing this new course.
  - Taught a section of the course.

- CS 3600: Intro. to Artificial Intelligence   Spring 2018
  - Managed and mentored other Teaching Assistants.
  - Facilitated proctoring and grading of exams.

TEACHING ASSISTANT, GEORGIA INSTITUTE OF TECHNOLOGY

- CS 3600: Intro. to Artificial Intelligence   Summer 2019
- CS 4001: Computing & Society   Fall 2018
- CS 4001: Computing & Society   Fall 2017
- CS 3600: Intro. to Artificial Intelligence   Spring 2017
- CS 4001: Computing & Society   Fall 2016
- CS 3600: Intro. to Artificial Intelligence   Spring 2016

GUEST LECTURER

- CCI 660 - Platform Governance: Technology, Policy & Power, "Content Moderation," School of Journalism and Media, The University of Tennessee, Knoxville [Fall 2024]
- CS 05-200/674 - Ethics and Policy Issues in Computing, "Examining the Use of Personal Moderation on Social Media Sites," Carnegie Mellon University [Spring 2023]
- 16:194:610 - Seminar in Information Studies, "Computational Social Science and Data Science," Rutgers University [Fall 2021]
- SI 529 - Online Communities, "Toward Fairness & Transparency in Content Moderation," Univ. of Michigan [Winter 2021]

- CS 6470 - Design of Online Communities, "Deviant Behavior," Georgia Tech [Spring 2019]
- CS 6470 - Design of Online Communities, "Content Moderation," Georgia Tech [Spring 2019]
- CS 4001 - Computing, Society and Professionalism, "Online Harassment & Content Moderation," Georgia Tech [Fall 2018]
- CS 4001 - Computing, Society and Professionalism, "Academic Urban Legends," Georgia Tech [Fall 2017]

MATH AND PHYSICS TUTOR

Student Success Center, University of Texas at Dallas   **Jan - Oct 2013**
- Assisted students of all levels on various Math and Physics university courses.
- Conducted exam reviews.

SERVICE & MENTORING

PROGRAM COMMITTEE

- Associate Chair, Understanding People: Qualitative Methods, CHI 2024
- Associate Chair, CSCW 2022
- Associate Chair, Understanding People: Theory, Concepts, Methods, CHI 2021

CONFERENCE & JOURNAL REVIEWING

- CHI 2017-2024
- CSCW 2018-24
- New Media & Society 2021
- National Science Foundation Law and Science Program 2021
- TOCHI 2020
- GROUP 2020
- First Monday 2019
- Big Data & Society 2019
- ACL Workshop on Abusive Language Online (ALW3) 2019

UNIVERSITY SERVICE

- Research Development Committee, Rutgers LIS (2024-25)
- Research Development Committee, Rutgers SC&I (2023-24)
- Faculty Hiring Search Committee, Rutgers LIS (Fall 2023)
    - As part of this four-person Committee, I co-organized the Symposium Examining Critical Sociotechnical Challenges in Information Science at Rutgers SC&I on April 4, 2025. I also moderated a panel discussion on the topic, "Content Moderation in the Age of AI."

INVITED TALKS

- Served as a panelist for *Enthusiasts to Protectors: Insights into Volunteer Content Moderation* in Social Media Moderation Summit 2024 at New Jersey Institute of Technology (May 2024).
- Served as a panelist for *Innovation in Digital Research* in Scholarship Incubator at Rutgers School of Communication and Information (Mar 2024).
- "How Online Platforms Govern User Activities and Why That Matters" in MI Colloquium at Rutgers School of Communication and Information (Feb 2024).
- "Decentralizing Platform Power: A Design Space of Multi-Level Governance in Online Social Platforms" in Platform Economy Seminar at the Oxford Internet Institute (Feb 2024).
- Served as a panelist for the "Governing the Fediverse" session at the 2023 Platform Governance Research Network (PlatGovNet) Conference (Apr 2023).
- "Breaking out of One-Size-Fits-All: Creator-led Content Moderation on YouTube" at YouTube, NYC office. Served as the inaugural speaker for the YouTube REP (Racial Justice, Equity and Product

Inclusion) Fairness and Safety speaker series (Feb 2023)
- Served as a panelist for the *Navigating and Integrating Digital Content* session at the CSCW North East Meetup, Cornell Tech, NYC. Led a World Café session on *Platform design and governance* at the same event (Nov 2022)
- "Analyzing the Effectiveness of Content Moderation Interventions" in New Faculty Colloquium at Rutgers School of Communication and Information (Oct 2021)
- Served as a panelist for the *Special Session—Online communities: Engineering Self-Governing Online Commons* at IASC 2021 Knowledge Commons Virtual Conference (June 2021)
- "Designing Transparent & Effective Content Moderation" at the University of Washington DUB seminar (May 2021)
- "Designing for Multiple Centers of Power: Multi-level Governance in Online Social Platforms" at the Metagovernance seminar (May 2021)
- "Designing Transparent & Effective Content Moderation" at the School of Communication and Information, Rutgers University (April 2021)
- "Designing Transparent & Effective Content Moderation" at the Department of Computer Science, George Mason University (Feb 2021)
- Served as an expert panelist for "The Great Deplatforming: Implications of Big Tech Censorship" at the University of Chicago (Jan 2021)
- "Toward Fairness and Transparency in Content Moderation" at the Max Planck Institute for Software Systems (April 2020)
- "Toward Fairness and Transparency in Content Moderation" at Microsoft Research New England (Feb 2020)
- "Toward Fairness and Transparency in Content Moderation" at the School of Information, University of Michigan (Jan 2020)
- "Toward Fairness and Transparency in Content Moderation" at Facebook (Jan 2020)

PROFESSIONAL EXPERIENCE

Software Developer

- **Amazon.com, Inc.**, Seattle, WA USA   Mar 2015 – July 2015
  Vendor Express Team
  Developed support for mobile users on the Vendor Express platform, created internal tools for faster support case management, and implemented Vendor Express for Germany and Japan.

- **Future Group**, Mumbai, India   Jan 2011 – Jun 2012
  Head of the Analytics and Business Intelligence Team. Conceptualized and implemented *Order Lifecycle Management*, a system to process and manage orders. Developed a website for sellers to track orders, sales summaries, and product reviews.

SELECTED PRESS COVERAGE

- Tech Policy Press, *Deplatforming Reduces Overall Attention to Online Figures, Says Longitudinal Study of 101 Influencers.* (2024)
- The Atlantic, *Local Politics Was Already Messy. Then Came Nextdoor.* (2023)
- The New Yorker, *The Age of Algorithmic Anxiety* (2022)
- Vice, *Ebook Services Are Bringing Unhinged Conspiracy Books into Public Libraries* (2022)
- Science Vs Podcast, *Misinformation: What Should Our Tech Overlords Do?* (2022)
- ABC News, *Joe Rogan's fans would likely follow him away from Spotify, so what would deplatforming him achieve?* (2022)
- Vox, *Does banning extremists online work? It depends.* (2022)
- Salon, *Twitter is actually doing a (relatively) good job limiting right-wing misinformation, study finds.* (2021)
- Time, *Big Tech's Crackdown on Donald Trump and Parler Won't Fix the Real Problem With Social Media.* (2021)

- The Washington Post, *TheDonald's owner speaks out on why he finally pulled plug on hate-filled site.* (2021)
- Wired, *Deplatforming works, but it's not enough to fix Facebook and Twitter.* (2021)
- NBC News, *Does 'deplatforming' work? Trump's most extreme fans will find him, research says.* (2021)
- NBC News, *Trump's blog isn't lighting up the internet.* (2021)
- Newsweek, *Twitter Under Pressure Over 'Double Standards' After Donald Trump, MAGA Crackdown.* (2021)
- The Atlantic, *The Secret Internet of TERFs.* (2020)
- Digital Privacy News, *Facebook Content Moderators Want Better Working Conditions.* (2020)
- MIT Technology Review, *Reddit's automoderator is the future of the internet, and deeply imperfect.* (2019)
- New Scientist, *Explaining why Reddit posts are removed helps people comply with rules.* (2019)
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