Ji Youn, Jung

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EDUCATION

Carnegie Mellon University *Aug 2023 - Present*
PhD. Human Comuter Interaction Institute, School of Computing *Pittsburgh, US*

Delft University of Technology (TU Delft) *Feb 2020 - Aug 2022*
MSc. Design for Interaction, Industrial Design Engineering faculty *Delft, NL*
- *Cum Laude*, and with *Honours*

Yonsei University *Mar 2014 - Feb 2020*
BSc. Human Environment and Design, Human Ecology faculty *Seoul, KR*
B.I.S. Cognitive Science, Interdisciplinary Major
- Honor Student Award, Excellence Award, Internal Scholarship

EXPERIENCE

Pre-doctoral Researcher (full-time, paid) *Sep 2022 - April 2023*
Knowledge and Intelligence Design group, TU Delft *Delft, NL*
- Advisor: Alessandro Bozzon

Research Assistant (part-time, paid) *Jan - Aug 2022*
StudioLab, Industrial Design Engineering, TU Delft *Delft, NL*

Service & UX Design Intern (full-time, paid) *Feb - Jul 2021*
ING Labs, Amsterdam *Amsterdam, NL*
- Conducted stakeholder interviews, organized cross-functional workshops, and executed service mapping to identify innovation opportunities.
- Prototyped and designed user interfaces and supported user research (e.g., journey mapping, user story). Collaborated with diverse teams on early-stage projects in the banking sector.

PUBLICATIONS A dagger (†) indicates co-first authorship: these authors contributed equally to the work.

Conference Paper

[1] 🏅 **Ji-Youn Jung**, Devansh Saxena, Minjung Park, Jini Kim, Jodi Forlizzi, Kenneth Holstein, and John Zimmerman. 2025. Making the Right Thing: Bridging HCI and Responsible AI in Early-Stage AI Concept Selection. In Proceedings of the 2025 Designing Interactive Systems Conference (DIS'25). To appear. Best Paper Honorable Mention Award

[2] **Devansh Saxena†, Ji-Youn Jung†**, Jodi Forlizzi, Ken Holstein, John Zimmerman. 2025. AI Mismatches: Identifying Potential Algorithmic Harms Before AI Development. In Proceedings of the 2025 CHI Conference on Human Factors in Computing Systems (CHI'25). Yokohama, Japan.

[3] **Shreyan Biswas†, Ji-Youn Jung†**, Abhishek Unnam, Kuldeep Yadav, Shreyansh Gupta, and Ujwal Gadiraju. 2024. "Hi. I'm Molly, Your Virtual Interviewer!"–Exploring the Impact of Race and Gender in AI-powered Virtual Interview Experiences. In *Proceedings of the AAAI Conference on Human Computation and Crowdsourcing 2024 (HCOMP'24)*.

[4] Samuel Kernan Freire, **Ji-Youn Jung**, Chaofan Wang, Evangelos Niforatos, and Alessandro Bozzon. 2023. How Emoji and Explanations Influence Adherence to AI Recommendations. In *Proceedings of the 23rd ACM International Conference on Intelligent Virtual Agents (IVA'23)*. Association for Computing Machinery, New York, NY, USA, Article 38, 1–5. https://doi.org/10.1145/3570945.3607300

[5] **Ji-Youn Jung**, Sihang Qiu, Alessandro Bozzon, and Ujwal Gadiraju. 2022. Great Chain of Agents: The Role of Metaphorical Representation of Agents in Conversational Crowdsourcing. In Proceedings of the 2022 *CHI Conference on Human Factors in Computing Systems* (CHI '22) (pp. 1-22).

Workshop Paper

[6] **Ji-Youn Jung** and John Zimmerman. 2025. Beyond the Illusion of Progress: Reflective Practices for Prototyping AI. Design Knowledge in AI: Navigating Temporality and Continuity Workshop (DIS'25).

[7] **Ji-Youn Jung** and Alessandro Bozzon. 2023. Are Female Chatbots More Empathic? - Discussing Gendered Conversational Agent through Empathic Design. In Proceedings of the 2nd Empathy-Centric Design Workshop (EmpathiCH '23). Association for Computing Machinery, New York, NY, USA, Article 3, 1–5. https://doi.org/10.1145/3588967.3588970

[8] **Ji-Youn Jung**, Ujwal Gadiraju, Alessandro Bozzon, and Dave Murray-Rust. 2022. Gender Choices of Conversational Agent: How Today's Practice Can Shape Tomorrow's Values. *CHI 2022 Workshop (CUI@CHI: Ethics of Conversational User Interfaces).*

Theses

[9] **Ji-Youn Jung**. 2022. Ethics, Gender, and Agents: The Role of Designers in Conversational Agent Design. *TU Delft M.Sc Thesis*, Delft, The Netherlands.

ACADEMIC SERVICES

GSA Representative for HCII PhD, Graduate Student Assembly, Carnegie Mellon University, Pittsburgh, USA   *Jan 2024 - Present*
- Serve as the representative for HCII PhD students in the Graduate Student Assembly. Manage funds to organize social events for HCII PhD students. Attend monthly meetings to advocate for student issues within the broader campus community.

Program Committee
- HCOMP 2024 Conference Organizer Committee - Logo and Banner Design, AAAI Conference on Human Computation and Crowdsourcing   *2024*

Reviewer
- ACM Conference on Human Factors in Computing Systems (CHI)   *2023 - Present*
- ACM Conference on Designing Interactive Systems (DIS)   *2023 - Present*
- Journal of Behaviour & Information Technology (BIT)   *2022*

Student Volunteer
- DIS'25 (On-Site)   *July 2025*
- Design for AI symposium, Delft, The Netherlands   *Oct 2022*
- Mobile HCI'22 (Virtual), Vancouver, Canada   *Sep 2022*
- CHI'22 (On-site), New Orleans, USA   *May 2022*

AWARDS & HONORS

Dutch Design Week 2020, Netherlands   *Oct 2020*
- Full-time Exhibitor for an interactive art project called "No Stop City 2.0"

Excellence Award (2nd place), Hanwha Investment & Securities Co., South Korea   *Jul 2019*
- 'Millennial Customer Attracting Plan' strategy suggestion in STEPS University Student Idea Competition.

Chairman of Korea Transportation Safety Authority Award (3rd place), South Korea *Sep 2016*
- 5th OpenOASIS Traffic Data Contest, held by Ministry of Land Infrastructure and Transport, Korea. Won 3rd place with info-graphic design with team's design outcome

S-Award, Human Environment and Design major, Yonsei University, South Korea

- Green Award | April Greiman project | Typography Design   *Dec 2018*
- Red Award | SMACCO project | User Experience Design   *Jun 2015*

TEACHING   **Teaching Assistant**, Data (IOB3-3)   *Aug - Nov 2021*
EXPERIENCE
- Bachelors class on how to utilize data as a design material.
- Did group feedback session twice a week, answered questions in person and online, and assisted in marking assignments.

Invited Keynote, eHealth (ID5741)   *Apr 2022*
- Graduate seminar, "Project Steer: Objective Data vs. Subjective Memory"
- Presented Honours project on personal informatics for the masters elective class in Industrial Design Engineering, TU Delft.

COMMUNITY   **Curator & Exhibition Manager**, Crazy Multiply, Seoul, South Korea   *Apr 2019 - Jan 2020*
SERVICES
- Curator & Exhibition Manager at Non-Profit organization: Directed four art events : EC Short Film Festival, BYOB, 'Performativity' Women's show, Electric Cinema event

President, UXIM, Yonsei University, Seoul, South Korea   *Jan - Jul 2019*
- Organized and built HCI & UX Design academic society from scratch with a few other operating committee team members

UX / UI Design Team, Depromeet, Seoul   *Sep 2019 - Jan 2020*
- Became a team member as a UX/UI designer in the Depromeet group, where designers and programmers collaborate.

REFERENCES   **John Zimmerman**   Email: johnz@andrew.cmu.edu
                Professor   https://www.cs.cmu.edu/~johnz/
                Artificial Intelligence and Human-Computer Interaction
                Human-Computer Interaction Institute (HCII)
                Carnegie Mellon University