

User researcher and sociologist with strong methodological training and proven experience of solving human-related technological problems for teams and organizations.

PROFESSIONAL EXPERIENCE

User Research Intern @ Slack – San Francisco, CA

May 2017 – August 2017

- Served as the sole researcher for Slack's Enterprise Grid product line.
- Performed formative and summative research supporting shipment of new features such as Shared Channels.
- Conducted foundational research on user needs of work tools and their work roles.
- Collaborated with PMs, lead designers, product writers in a highly fast paced environment. Research activities included: desk research, remote and onsite interviews, usability studies, survey design, complex data analysis and visualization.
- Generated impacts by presenting to entire Enterprise product team.

UX Research Assistant @ University of Michigan – Ann Arbor, MI

Sept. 2016 – present

- Conducted exploratory research, data analysis and usability testing on a variety of research projects. Topics range from AR platforms and accessibility for senior users to multi-device-friendly crowd-sourcing interfaces.
- Partnered with University of Michigan Press to develop design guidelines for a new unified UI that integrates different contents, including text, hyperlinks, pictures and Unity3D interactive modules.
- Understood user motivations, expectations, use-cases and underlying needs on the Pre-Registration process of scientific journal publishing through content analysis and qualitative coding on 150+ pages of interview transcripts.
- Multitasked among various types of projects simultaneously. Achieved prompt research progress and smooth communication via roadmapping, timeline management and sync-up meetings.

Survey Research Assistant @ National Opinion Research Center (NORC) – Chicago, IL

Sept. 2015 – Jun. 2016

- Collected and managed data for a nation-wide longitudinal survey of over 120,000 participants.

EDUCATION

University of Michigan School of Information – Ann Arbor, MI

Master of Science in Information (Human-Computer Information)

(Expected) Apr. 2018

- Specialization: UX Research, Data Analytics

The University of Chicago – Chicago, IL

Master of Arts in Sociology (Organizational Behavior)

Aug. 2015

- Thesis: Investigated the genesis of organizational forms by deploying creative mixed-method research including in-depth interviews, surveys, web crawlers and ethnographic fieldwork.

SELECTED UX RESEARCH PROJECTS

Group Composition and Adoption of Technology

- Conducted a within subject factorial experimental study on group composition's effect on users' decision-making process, particularly in terms of adopting new technologies.

UX Researcher @ Cengage Learning/Gale

- Led research to support the development and shipment of a new product of Digital Humanities.
- Conducted end-to-end research from formative to summative, including user journeys mapping, personas, exploratory interviews, surveys, heuristic evaluations and usability lab studies.

UX RESEARCH SKILLS

Qualitative Skills

- Usability studies
- Interview
- Persona
- Card-sorting
- Ethnography/ Field studies
- Diary studies
- Task analysis
- Mixed-Methods

Quantitative Skills

- Statistical analysis
- Experimental study
- Survey research
- A/B testing
- Log analysis
- Data mining
- Data cleaning and manipulation