

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/UI Research Assistant @ Information Interaction Lab at UMSI – Ann Arbor, MI

Sept. 2016 – Dec. 2016

- Developed prototypes and researched on their efficiency for an experimental crowd-sourcing platform.

Survey Specialist @ 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 Decision Making on Adopting New Technologies

- 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.

Lead UX Researcher @ UMSI 2016 Innovation Trek

- Led research activities for a student-formed startup that helps to fund indie gamer developers.
- Discovered user needs using in-depth remote interviews. Qualitative data analysis revealed that indie game developers seek for feedback in early stages of development, and have a strong need to connect with larger gamer communities.

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