

# LINDY LE

## EDUCATION

<b>University of Michigan</b>	Ann Arbor, MI
<i>Ph.D. in Computer Science and Engineering</i>	2025 - Present
• Research Interests: Human-AI Interaction, Human-Computer Interaction	
<b>Brown University</b>	Providence, RI
<i>B.S. in Computer Science</i>	2014 - 2018
• GPA: 3.92 / 4.00	
<b>University of Washington</b>	Seattle, WA
<i>Graduate Coursework in Communication Leadership</i>	2020 - 2021
• GPA: 3.94 / 4.00	

## AWARDS & HONORS

- NSF CISE CSGrad4US Fellowship 2025-2028
- ACM SIGACCESS Travel Scholarship 2024
- 2<sup>nd</sup> Place Mental Health Hack, Microsoft Global Hackathon 2020
- 1<sup>st</sup> Place Cultural Hack, Microsoft HackEdge 2020
- 2<sup>nd</sup> Place Controllerthon Hack, Microsoft Global Hackathon 2019

## PUBLICATIONS

1. Jina Suh, **Lindy Le**, Erfan Shayegani, Javier Hernandez. (2025). [SENSE-7: Taxonomy and Dataset for Measuring User Perceptions of Empathy in Sustained Human-AI Conversations](#). *arXiv*.
2. **Lindy Le**. (2024). [“I Am Human, Just Like You”: What Intersectional, Neurodivergent Lived Experiences Bring to Accessibility Research](#). *ACM SIGACCESS Conference on Computers and Accessibility (ASSETS ’24)*.
3. Pranav Khadpe, **Lindy Le**, Kate Nowak, Shamsi Iqbal, Jina Suh. (2024). [DISCERN: Designing Decision Support Interfaces to Investigate the Complexities of Workplace Social Decision-Making With Line Managers](#). *ACM CHI Conference on Human Factors in Computing Systems (CHI ’24)*.
4. Connor Lawless, Jakob Schoeffer, **Lindy Le**, Kael Rowan, Shilad Sen, Cristina St Hill, Jina Suh, Bahareh Sarrafzadeh. (2024). [“I Want It That Way”: Enabling Interactive Decision Support Using Large Language Models and Constraint Programming](#). *ACM Transactions on Interactive Intelligent Systems 14.3*.
5. Mariah Moon, Cullen Sauls, Madhuri Vanguri, Matt Campbell, Carolina Hernandez, Wes Witt, Ravi Gupta, Jeff Bishop, **Lindy Le**. (2019). [Detection of Layout Table\(s\) by a Screen Reader](#). *U.S. Patent 11,537,586 B2*.

## RESEARCH EXPERIENCE

**Microsoft Research** | Remote from Medford, MA

Jul 2023 - Present

*Human Understanding and Empathy Group*

Advisors: Jina Suh, Mary Czerwinski

- Create a human-centered benchmark for measuring empathic behavior in human-AI interactions.
  - Main contributions: developing an interactional model of digital empathy by synthesizing 22 papers across multiple disciplines (e.g., neuroscience, machine learning); defining a 7-dimensional measurement scale; designing a mixed methods study to evaluate different generative AI chatbots; and analyzing a dataset of 695 human-AI conversations.
- Facilitated 8 user enactment sessions to understand how value-sensitive digital tools can support organizational decision making in socially situated contexts, analyzing sessions using reflexive thematic analysis.
- Conducted and analyzed 10 semi-structured interviews to test the usability of an AI system that uses LLMs and constraint programming to support dynamic preference elicitation and decision making.

**Tufts University** | Medford, MA

May 2024 - Present

*Assistive Agent Behavior and Learning Lab*

Advisor: Elaine Short

- Develop assistive robot algorithms that have the adaptability to support human agency and creative problem-solving.
- Assist in the design and implementation of a bodystorming study to understand how disabled people engage with an assistive robot arm during creative tasks.

## INDUSTRY EXPERIENCE

**Microsoft, Azure Compute** | Remote from Medford, MA

Dec 2020 - Present

*Technical Program Manager II*

- Develop a multi-semester plan for securing device credential access & the serial console (SAC) and orchestrate cross-organizational collaborations between 17 partner teams.
- Analyzed cloud infrastructure data in KQL and root caused inventory management issues, fixing accuracy problem affecting 1M+ servers.
- Built an automated system to detect and mitigate firmware deployment problems, decreasing customer regressions by over 65%.
- Created an onboarding & centralized documentation system and directed allyship workshops, improving organizational collaboration for 46 employees.

**Microsoft, Windows Accessibility** | Redmond, WA

Sep 2018 - Dec 2020

*Product Manager*

- Designed and implemented productivity solutions for neurodivergent users (e.g., focus sessions, intelligent stress-reduction agent), improving engagement for 18.8M users.
- Led a cross-functional team of 14 members to build new assistive technology for people with limited mobility, unblocking sales for 856K users.
  - Responsibilities included: establishing stakeholder consensus on a 3-year roadmap; conducting market and user research; writing 7 product specification documents; and coordinating semimonthly collaborations with 17 external customers.
- Developed a roadmap of screen reader improvements and drove execution of highest priority features (e.g., layout table detection, redesigned sound scheme), contributing to a 47.8% increase in customer satisfaction.

**athenahealth** | Watertown, MA

May 2017- Aug 2017

*Software Engineer Intern*

- Developed full-stack transgender-patient workflows in SQL, Perl, and JavaScript for 4 electronic healthcare record services (e.g., patient portal, revenue cycle management), increasing serviceable available market by 6.12M.

## TEACHING

**CSCI 1010: Theory of Computation** | Brown University Aug 2017 - Dec 2017

*Teaching Assistant*

- Created 10 problem sets, ran weekly office hours and lab sections, and graded assignments.

## ACTIVITIES & LEADERSHIP

**Boston Area Rape Crisis Center** | Cambridge, MA Aug 2022 - Apr 2023

*Volunteer Rape Crisis Counselor*

- Provided 4 hours of weekly crisis counseling and sexual violence support for incarcerated survivors.

**Assistive Technology Industry Association Conference** | Orlando, FL Jan 2020

*Exhibitor*

- Presented product demos of Windows' accessibility solutions to over 200 assistive technology professionals and synthesized feedback from occupational therapists, special education teachers, and assistive technology specialists into future product plans.

**CSUN Assistive Technology Conference** | Anaheim, CA Mar 2019

*Exhibitor*

- Publicized Microsoft's screen reader improvements and collected feedback from 35 blind and low vision users, following up with customer engagements post-conference.

**Brown University Ballroom Dance Team** | Providence, RI Jan 2015 - Dec 2016

*President*

- Managed team finances and planned 4 dance gatherings, each attended by 150 people from across the university and greater Providence community.
- Organized “Dancing with the Professors”, a “Dancing with the Stars”-style competition where students and faculty choreograph and perform dances in front of a 500 person audience.

## SKILLS & OTHER

**Programming:** Kusto Query Language (KQL), Python, Javascript, HTML/CSS

**Interests:** acoustic guitar, swing dancing, social psychology, philosophy of science, cognitive neuroscience, transformative justice, disability studies, Tibetan Buddhism, knitting