

MICHAELA B. BENK

 mbenk@ethz.ch  linkedin.com/in/mbbenk  Michaela Benk

SUMMARY

Interdisciplinary researcher with 8+ years of experience in Human-Centered AI and a background in Computational Linguistics. Expertise in Human-AI Interaction, Responsible AI, and Explainable AI, with strong applied research and programming skills (Python, R). Experienced speaker and contributor at international AI forums.

EDUCATION

- 2020-2025 **Dr. sc. ETH Zurich** *Zurich, Switzerland*
Thesis: *Human-Centered Strategies for Designing and Evaluating Transparency in AI-assisted Decision Making*, supervised by Prof. Florian von Wangenheim
Selected Coursework: Experimental Social Sciences; Hacking for Social Sciences; Applied Statistics in Psychology
- 2016-2019 **M.A. Multilingual Textanalysis** · University of Zurich *Zurich, Switzerland*
Thesis: *Data Augmentation for Automated Hate Speech Detection in Low-Resource Settings*, supervised by Dr. Simon Clematide
Selected Coursework: Automatic Text Processing, Natural Language Processing, Cross-Linguistic Transfer of Lexical Semantic Representations
- 2008-2011 **B.A. Communication** · Dominican University *Chicago, Illinois, USA*
Award: *Dean's List (grade point average of >3.8/4.0)* 2008-2011
Selected Coursework: Intercultural Communication, Organizational Communication, Comparative Politics, International Relations

WORK EXPERIENCE

- Nov 2019-
Mar 2025 **Doctoral Researcher** · Mobiliar Lab for Analytics, ETH Zurich *Zurich, Switzerland*
Contributed to multiple research initiatives, including doctoral projects on transparent and explainable AI, a large-scale chatbot design project for road assistance, and machine-learning-based stress intervention. Teaching assistance for seminar "Machine Learning, Applications and Society: Interpretability, Transparency, and Trust."
- Feb-Apr
2023 **Visiting Researcher** · School of Computing and Information Systems, University of Melbourne *Melbourne, Australia*
Joint project to evaluate hypothesis- and recommendation-driven decision-support systems. Supervised by Prof. Tim Miller.
- Oct 2018-
Sep 2019 **Project Assistant** · Institute of Education, University of Zurich *Zurich, Switzerland*
Assisted in research project focused on digitalization in university education, contributing to the advancement of educational technology. Improved and automatized productivity assessment. Provided technical support during events. Graphic and web design of digital content.
- Jul 2016-
Feb 2018 **Coordinator** · Zurich Center for Linguistics *Zurich, Switzerland*
Facilitated communication with researchers and students in linguistics. Responsible for the upkeep of digital content. Planned and participated in various projects and

events, including workshops, conferences, and a large-scale Swiss citizen science project. Responsible for personnel and financial administration.

Jan-May
2016

Research Assistant · University of Zurich [Zurich, Switzerland](#)

Research assistance in Swiss National Science Foundation (SNSF) project “The epistemics of grammar: A comparative study of co-constructions in Czech, French, German”.

Apr 2012-
Oct 2014

Consular Assistant · Embassy & Consulate General of Switzerland [Chicago, IL/ Washington D.C., USA](#)

Planned annual consular conference for the U.S. / Canada and assisted in management of embassy administration and logistics. Maintained Swiss civil registries, processed visa applications, assisted with the organization of cultural events.

Jun 2011-
Mar 2012

Research Assistant, McNeill Lab, Center for Gesture and Speech (*discont'd*), University of Chicago [Chicago, Illinois, USA](#)

Research assistance in two projects on intercultural and multimodal dyadic rapports in Human-Human and Human-Computer Interactions.

SELECTED PUBLICATIONS

2025

Hypothesis- and Recommendation-Driven Strategies for Responsive Decision Support

BENK, M., FRÖHLICH, A., WANGENHEIM, F., MILLER, T.
Under review

2025

Bridging the Knowledge Gap: Understanding User Expectations for Trustworthy LLM Standards

BENK, M., WETTSTEIN, L., SCHLICKE, N., WANGENHEIM, F., SCHAROWSKI, N.
AAAI Conference on Artificial Intelligence (AAAI 2025)

2024

Twenty-Four Years of Empirical Research on Trust in AI: A Bibliometric Review of Trends, Overlooked Issues, and Future Directions ([link](#))

BENK, M., KERSTAN, S., WANGENHEIM, F., FERRARIO, A.
AI & Society

2023

Certification Labels for Trustworthy AI: Insights From an Empirical Mixed-Method Study ([link](#))

SCHAROWSKI, N., **BENK, M.**, KÜHNE, S.J., WETTSTEIN, L., BRÜHLMANN, F.
Proceedings of the 2023 ACM Conference on Fairness, Accountability, and Transparency (FaccT)

2023

Investigating Employees' Concerns and Wishes Regarding Digital Stress Management Interventions With Value Sensitive Design: Mixed Methods Study ([link](#))

KERR, J., NAEGELIN, M., **BENK, M.**, WANGENHEIM, F., MEINS, E., VIGANÒ, E., FERRARIO, A.
Journal of Medical Internet Research

2022

“Is It My Turn?” Assessing Teamwork and Taskwork in Collaborative Immersive Analytics ([link](#))

BENK, M., WEIBEL, R., FEUERRIEGEL, S., FERRARIO, A.
Proceedings of the 25th ACM Conference On Computer-Supported Cooperative Work and Social Computing (CSCW)

2021

The Value of Measuring Trust in AI - A Socio-Technical System Perspective ([link](#))

BENK, M., TOLMEIJER, S., WANGENHEIM, F., FERRARIO, A.
CHI 2022 Workshop on Trust and Reliance in AI-Human Teams (TRAIT)

2021 Creative Uses of AI Systems and their Explanations: A Case Study from Insurance ([link](#))

BENK, M., WEIBEL, R., FERRARIO, A.

CHI 2022 Workshop on Human-Centered Explainable AI (HCXAI)

INVITED TALKS

Sep 2025 To Trust or Not To Trust: Lessons Learned from the Black Box Problem (Invited Speaker)
Supertext - Zurich Language AI meetup

Jul 2025 AI for Human Rights: Smarter, Faster, Fairer Monitoring (Invited Expert)
AI for Good 2025 Global Summit

Nov 2024 Transparency Challenges in Human Rights Monitoring (Invited Speaker)
GHRP Annual Conference - Expert Roundtable on Digital Human Rights Tracking Tools and Databases

Apr 2024 Guest Lecture on Human-Centered Explainable AI in course 'KI und Ethik'
University of Basel

Nov 2023 Welcoming Sentient AI (Panelist)
Zurich Independent Art Exhibition

May 2023 Explainability and Trust: The Importance of the Human Factor (Panelist)
European Data Protection Supervisor IPEN event on Explainable Artificial Intelligence (XAI)

Sep 2022 Data Science zum Anfassen (Invited Speaker)
Scientifica: Zurich Science Days

Apr 2019 Monitoring Hate Speech Online (Invited Speaker)
Annual meeting of the United Nations High Commissioner for Human Rights

OTHER INFORMATION

Technical Skills **Languages** PYTHON, R. *Basic:* CSS, HTML, SQL

Libraries SCIKIT-LEARN, GENSIM. *Basic:* KERAS, PYTORCH, TENSORFLOW, TRANSFORMERS (HUGGING FACE)

Linguistic Annotation PRAAT, ELAN

Data Visualization MATPLOTLIB, SEABORN, PLOTLY, BIBLIOMETRIX (R), VOSVIEWER, GEPHI

Graphic Design Adobe Suite (Illustrator, InDesign, Photoshop)

Languages German (native) · English (near-native) · French (fluent)
· Czech (fluent - verbal) · Italian (advanced) · Spanish (basic)