

# MICHAELA B. BENK

## DR. SC. | POSTDOCTORAL RESEARCHER

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### SUMMARY

Interdisciplinary researcher with a background in Computational Linguistics and 8+ years of experience in Human-Computer Interaction (HCI). Expertise and publication record in trust, transparency and explainability, 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. International 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

### EXPERIENCE

- Jan 2026 - **Postdoctoral Researcher** · Interactive Visual Data Analysis Group, Department of Informatics, University of Zurich Zurich, Switzerland  
Research project on human preference elicitation for ranking-based multi-criteria decision support.
- Feb - Apr 2023 **Visiting Researcher** · School of Computing and Information Systems, University of Melbourne Melbourne, Australia  
Joint project on evaluating hypothesis- and recommendation-driven decision-support systems. Supervised by Prof. Tim Miller.
- 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 UX design project for road assistance, and machine-learning-based stress intervention. Teaching assistance for seminar “Machine Learning, Applications and Society: Interpretability, Transparency, and Trust.”

**Research Assistance:** Slavic Institute, University of Zurich, Switzerland (2016) |  
McNeill Lab, Center for Gesture and Speech, University of Chicago, IL, USA  
(2011-2012)

#### NON-ACADEMIC WORK EXPERIENCE

**Project Associate** Department of Educational Development, University of Zurich, Switzerland (2018-2019)  
**Coordinator**, Zurich Center for Linguistics, Zurich, Switzerland (2016-2018)  
**Customer Relations Specialist**, Dacuda AG, Zurich, Switzerland (2015-2016)  
**Consular Assistant**, Embassy of Switzerland to the United States, Washington D.C., USA (2013-2014)  
**Consular Assistant**, Consulate General of Switzerland to the United States, Chicago, IL, USA (2012-2013)

#### 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., SCHLICKER, 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, SJ., 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., NAEGLIN, 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)

November 25, 2025