NGA DO

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EXPERIENCE

State Farm, I-O Psychology/Data Science Intern   May 2025 – Present

- Designed and executed end-to-end employee survey research examining employee lifecycle, including survey programming, deployment, data extraction, and analysis to optimize agent experience and inform strategic decisions
- Built predictive machine learning (ML) models to identify predictors of business outcomes; applied interpretable ML methods to translate insights for business partners; aided with defining key performance metrics
- Validated measures of user engagement and trust to assess human interaction with AI-driven interfaces; applied psychometrics methods (CFA) to validate measurement quality

University of Minnesota, Graduate Researcher   Oct 2021 – Present

- Designed and deployed an AI-based feedback and coaching system using LLMs to deliver personalized leadership interventions; conducted mixed-methods evaluation including qualitative interviews and controlled experiments to evaluate usability, trust, and effectiveness
- Pioneered research on leveraging VR for leadership assessment and training, designing immersive simulations to evaluate and enhance critical leadership skills through spatial computing experiences
- Designed a longitudinal experiment on gamification in an E-learning platform; applied time series analysis to behavioral log data collected through the platform's API, identifying engagement patterns, trends and sequential interaction insights over time
- Led evaluative research on algorithmic feedback impact in online interviews; leveraged SQL for data integration, uncovering insights into AI fairness, transparency, and human-AI interaction dynamics to inform responsible AI design in hiring
- Applied IRT to detect response patterns and faking behavior in survey data to improve measurement integrity

HireVue, External Researcher   Oct 2021 – Dec 2023

- Designed and prototyped a training module for game-based assessments using human-centered design principles; conducted evaluative research to optimize candidate interaction patterns and assessment validity
- Analyzed extensive job applicant datasets to evaluate assessment scoring mechanisms; produced data visualizations and storytelling deliverables that translated complex psychometric findings into actionable product recommendations for cross-functional stakeholders

Central Michigan University College of Medicine, Researcher   Aug 2020 – May 2021

- Led mixed-methods research (surveys, focus groups) on learning team effectiveness, providing recommendations that informed program design for student experience and performance

EDUCATION

PhD, Industrial and Organizational (I-O) Psychology   May 2026 (expected)
University of Minnesota, Twin Cities, Minneapolis, MN

M.A., Industrial and Organizational (I-O) Psychology,   Dec 2020
Central Michigan University, Mt. Pleasant, MI

B.B.A, Double Major in Business Administration and Psychology,   May 2018
Millsaps College, Jackson, MS

SKILLS

Research & ML/AI: experimental design, survey design, psychometrics (IRT, CFA/EFA, SEM), mixed methods, usability testing, HuggingFace, LangChain, LlamaIndex, AWS SageMaker

Programing & Data: Python, R, SQL, Tableau, Power BI, MySQL, PostgreSQL, R Shiny, Streamlit