

## Tee Chuanromanee

Experienced and adaptable user researcher with a background in computer science

Dallas, TX 75204 (open to relocating)

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### 01. EXPERIENCE

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**Human Factors Engineer | Southwest Airlines, Dallas, TX** 03/2023 – present

- Design and lead four mixed-methods research projects using focus groups, interviews, flight data analysis, and conceptual design to understand factors impacting pilots' performance and safety
- Collaborate with 15 risk management partners, project managers, consultants, and researchers to design in-situ placards to increase operational compliance during baggage loading
- Presented impactful recommendations to Directors and Vice President to drive procedure and work environment changes
- Create and lead bi-weekly Python workshops for the Human Factors Engineering team

**UX Research Intern | Meta, Seattle, WA** 05/2022 – 08/2022

- Conducted two qualitative studies on ad conversion experience with 18 shoppers in a rapidly-changing environment
- Findings resulted in the naming of Instagram's Link History feature
- Led design workshops with project managers, content designers, product designers, software engineers, and product marketing managers to determine next steps for onsite conversion process for Shops, affecting 300 million monthly users

**UX Research Intern | Facebook, Remote** 06/2021 – 08/2021

- Interviewed 12 content creators to investigate content monetization pain points
- Communicated findings to leadership which expanded the reach and audience of Live Breaks product, increasing verticals five-fold
- In a ten-week hackathon, quickly conducted research that informed the design of Instagram sensitive content warnings
- Wrote technical documentation for the UX research organization

**Volunteer UX Researcher | Transverse, Mishawaka, IN** 04/2019 – 12/2022

- Designed mobile app user interface using Figma
- Tested mobile app user interface with end-users via paper prototypes and Maze
- Led meetings and coordinated organizational operations

**Graduate Researcher | University of Notre Dame, Notre Dame, IN** 08/2018 – 05/2023

- Conducted two semi-structured interview studies with 34 total participants and focus groups with 21 total participants in the transgender community to investigate pain points find mitigations in using technology for gender transition

- Facilitated a series of three participatory design workshops with 9 participants to inform the design of a web app for reviewing college applications
- Designed and implemented Mechanical Turk experiments to evaluate cognitive biases in information processing
- Conducted usability testing on mobile breathing apps with 19 users
- Managed four undergraduate student researchers with multiple conference submission deadlines

## 02. TECHNICAL SKILLS

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**User Research Methods:** Interviews and Observations, Ethnography, Usability Studies, Personas, Card Sorting, Participatory Design, Focus Groups, Crowdsourced Studies, In-Situ Testing, Survey Design

**Qualitative Data Analysis:** Open and Axial Coding, Thematic Analysis, Affinity Diagramming, Grounded Theory, Atlas.TI,

**Quantitative Data Analysis:** Hypothesis Testing, Correlations, Regressions, Python

**Interface and Visualization Design:** Figma, Maze, D3.js, Zeplin

**Software Development:** Java, Python, SQL, Android Studio, Git, HTML/CSS, JavaScript, MySQL, Bootstrap, Django, Drupal

## 03. EDUCATION

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**University of Notre Dame**, Notre Dame, IN 03/2023

*PhD: Computer Science (Human-Computer Interaction)*

GPA: 3.91

Thesis: *Designing the Trans Experience: Technology and Common Gender Transition Narratives*

**University of Notre Dame**, Notre Dame, IN 12/2021

*MS: Computer Science (Human-Computer Interaction)*

GPA: 3.91

**Kettering University**, Flint, MI 06/2018

*BSCS: Computer Science with Economics minor*

GPA: 3.95, Summa Cum Laude, Upsilon Pi Epsilon Computer Science Honor Society

Thesis: *Diagnostic Assistance Software for Mental Healthcare Providers*, Pass With Distinction

## 04. HONORS AND AWARDS

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- Leadership Advancing Socially Engaged Research (2020-2021)
- GEM Associate Fellowship (2019-2020)
- James and Eileen Simon Graduate Fellowship (2018-2019)
- Outstanding Thesis Award (2018)
- President's Medal (2018)
- Kettering Merit Scholarship Award (2015-2018)