

Tee Chuanromanee

Experienced and adaptable user researcher with a background in computer science

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01. EXPERIENCE

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, Ad Experiences | 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

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

- Interviewed 12 content creators to investigate content monetization pain points
- Communicated findings to stakeholders, which expanded the reach and audience of Live Breaks, expanding target verticals
- 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

UX Researcher (Volunteer) | 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

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, Mural, Miro

Quantitative Data Analysis: Hypothesis Testing, Correlations, Regressions, Python, Non-Parametric Tests

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

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

03. EDUCATION

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

- CSE Department Outstanding Research Assistant (2023)
- 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)