Tee Chuanromanee

tchuanromanee@gmail.com ❖ (734) 417-8613 ❖ Dallas, TX (open to relocating)

WORK EXPERIENCE

Southwest Airlines   **March 2017 – Present**
Human Factors Engineer   *Dallas, TX*
- 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, improving safety

Meta   **May 2022 – August 2022**
UX Research Intern, Ad Experiences   *Seattle, WA*
- 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

Facebook   **June 2021 - August 2021**
UX Research Intern, App Monetization   *Remote*
- 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

University of Notre Dame   **August 2018 - May 2023**
Graduate Researcher   *Notre Dame, IN*
- Conducted two interview studies with 34 total participants and four 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
- Conducted usability testing on mobile breathing apps with 19 users

EDUCATION

University of Notre Dame   **May 2023**
PhD: Computer Science (Human-Computer Interaction)   *Notre Dame, IN*
- CSE Department Outstanding Research Assistant (2023)
- GPA: 3.91/4.00

SKILLS

User research: interviews, observation, contextual inquiry, ethnography, usability studies, personas, card sorting, participatory design, focus groups, crowdsourced studies, surveys; **Data analysis**: open and axial coding, thematic analysis, affinity diagramming, grounded theory, hypothesis testing, correlations, regressions, non-parametric tests; **Visualization and Design**: Figma, Tableau, D3.js; **Software Development**: JavaScript, Python, Android Studio, Git, Node.js