

# TESSA EAGLE, PhD

(831) 601-8778 ♦ Santa Cruz, CA

[eagle.tessa@gmail.com](mailto:eagle.tessa@gmail.com) ♦ [linkedin.com/in/tessaeagle](https://www.linkedin.com/in/tessaeagle) ♦ [tessaeagle.github.io/portfolio](https://tessaeagle.github.io/portfolio)

## SUMMARY

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Mixed-methods researcher proven in translating user insights into actionable product improvements via quantitative and qualitative research. Expertise in driving user-centered design by understanding communities and their needs. PhD in Human-Computer Interaction with 6+ years researching social media, digital health, neurodiversity, and accessibility.

## SKILLS

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<b>Quantitative Skills</b>	Data Analysis, Data Visualization (R), A/B Testing, Survey Design, Concept Testing, LaTeX
<b>Qualitative Skills</b>	Usability Testing (hardware and software), User Interviews, Ethnography, Cognitive Walk-throughs, Thematic Analysis, Affinity Diagramming, Task Analysis, Study Design and Recruitment, Human Subjects Research and IRB, Grounded Theory, Competitive Analysis
<b>Tools</b>	UserTesting, Lookback, Dovetail, Miro, Figma, Qualtrics, REDCap, Google Forms, Tidyverse

## PROFESSIONAL EXPERIENCE

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<b>Graduate Researcher</b> University of California, Santa Cruz	Sep 2019 - Aug 2024 Santa Cruz, CA
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- Conducted in-depth research involving surveys and interviews of over 500 neurodivergent individuals, analyzing mental health support needs, leading to the identification of key themes and tensions in online health communities.
- Spearheaded the design and execution of 8+ independent and collaborative digital health and social media projects, employing both quantitative and qualitative methodologies to analyze data and synthesize into design implications.

<b>User Experience Researcher</b> Sightful – <i>Augmented Reality Laptop Startup</i>	Apr 2022 - Oct 2023 Palo Alto, CA
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- Compiled and synthesized feedback from 200+ beta testers in monthly testing to identify critical usability issues and inform product redesigns and improved user onboarding experience.
- Planned and executed moderated and unmoderated usability testing, experimental designs, and multiple rounds of longitudinal beta testing through diary studies, surveys, interviews, and customer satisfaction scales.
- Communicated actionable insights to cross-functional team leaders monthly, driving significant usability improvements across new features and repeated benchmarking.

<b>User Experience Researcher</b> Feelmore Labs – <i>Neuromodulation Wearable Startup</i>	Jan 2018 - Sep 2018 Cambridge, MA
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- Conducted 500+ usability tests over 7 months using EEG and eye-tracking to inform medical device pathways.
- Developed study protocols, recruited for and ran participant sessions, created and managed a large research participant pool, analyzed data, and communicated insights from usability and diary studies.
- Managed a laboratory of 5 researchers, streamlining testing operations and rapid turnaround for user feedback.

<b>Research Assistant</b> , Center for Surgery and Public Health Brigham and Women's Hospital	Sep 2018 - July 2019 Boston, MA
<b>Clinical Research Coordinator</b> , Multiple Sclerosis Center Brigham and Women's Hospital	May 2016 - Jan 2018 Boston, MA

## EDUCATION

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<b>Doctor of Philosophy</b> , University of California, Santa Cruz	2019-2024
<b>Master of Science</b> , University of California, Santa Cruz Computational Media/Human-Computer Interaction	2019-2021
<b>Bachelor of Science</b> , University of Rochester Cognitive Science, Minors in Computer Science and Psychology	2012-2016