

# TESSA EAGLE, PhD

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Mixed-methods researcher (6+ years) with a PhD in Human-Computer Interaction, specializing in digital health, neurodiversity, and accessibility. Proven track record in translating user insights into actionable product improvements.

## PROFESSIONAL EXPERIENCE

### Researcher

Sep 2019 - Sep 2024

University of California, Santa Cruz

Santa Cruz, CA

- Identified key themes and tensions in online health communities, contributing to [10+ peer-reviewed publications](#) by scoping in-depth studies using surveys (500+ participants), interviews (n = 30), and digital ethnography with neurodivergent communities and clinicians.
- Advocated for neuroaffirming research by spearheading the design and execution of 8+ digital health and social media projects, utilizing both quantitative and qualitative methods to deeply understand ADHD communities' needs.
- Highlighted the need for greater transparency in mental health apps through content analysis of pay-walled features, revealing the negative effects of "freemium" payment models.

### User Experience Researcher

Apr 2022 - Oct 2023

[Sightful](#) – *Augmented Reality Laptop Startup*

Palo Alto, CA

- Improved discoverability by redesigning user onboarding, addressing critical usability issues identified through monthly testing with 200+ beta testers over 18 months.
- Guided new feature roll-outs and prioritized blockers by evaluating product-market fit and target audience needs through longitudinal diary testing and user satisfaction scales.
- Reduced task completion times by 50% and decreased complaints by 80% through actionable insights communicated to cross-functional teams monthly, driving significant usability improvements.

### User Experience Researcher

Jan 2018 - Sep 2018

[Feelmore Labs](#) – *Neuromodulation Wearable Startup*

Cambridge, MA

- Informed decisions on interventions for commercial release by conducting 500+ usability tests over 8 months with EEG, eye-tracking, standard scales, and interviews, leading weekly evaluations.
- Streamlined testing operations and accelerated user feedback for medical device pathways by managing a lab of 5 researchers, developing protocols, and managing a large research participant pool to communicate insights to cross-functional leaders.

**Research Assistant**, Brigham and Women's Hospital Center for Surgery and Public Health

Sep 2018 - July 2019

**Clinical Research Coordinator**, Brigham and Women's Hospital Multiple Sclerosis Center

May 2016 - Jan 2018

## SKILLS

### Quantitative Skills

Data Analysis (R), Data Visualization (heat maps, bar charts, sankey diagrams), A/B Testing

### Qualitative Skills

Usability Testing, User Interviews, Survey Design, Ethnography, Cognitive Walkthroughs, Thematic Analysis, Affinity Diagramming, Task Analysis, Concept Testing, Competitive Analysis

### Tools

UserTesting, Lookback, Dovetail, Miro, Figma, Qualtrics, REDCap, Google Forms, Tidyverse

## EDUCATION

**Doctor of Philosophy**, University of California, Santa Cruz

2019-2024

**Master of Science**, University of California, Santa Cruz

2019-2021

Computational Media/Human-Computer Interaction

**Bachelor of Science**, University of Rochester

2012-2016

Cognitive Science, Minors in Computer Science and Psychology