TRICIA NGOON, PH.D

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PROFESSIONAL SUMMARY

Learning science and human-computer interaction researcher with 12 years of experience in spearheading and overseeing collaborative UX research efforts in creativity support and educational technology, aimed at creating more equitable learning environments. Proficient at both quantitative and qualitative methodologies with a demonstrated track record to distill actionable insights through 15 invited talks and 8 publications, including 3 award-winning publications.

EXPERIENCE

Postdoctoral Research Scientist   Jun 2021 – Present
Carnegie Mellon University   *Pittsburgh, PA*

- Led design and research initiatives for 3 digital technologies to improve teaching in K-12, undergraduate, and international contexts, serving 400+ teacher users.
- Conducted comprehensive research activities such as user interviews, co-design sessions, and surveys with 50+ teachers, college instructors and undergraduate students. These efforts resulted in 2 peer-reviewed publications and an Honorable Mention publication award.
- Successfully articulated research vision and strategy, securing $300,000 funding from the National Science Foundation.

Mixed-Methods Ph.D Researcher   Jun 2015 – Jun 2021
UC San Diego   *La Jolla, CA*

- Designed and deployed 4 interactive prototypes to support novice creative work, supporting over 300 users.
- Demonstrated expertise in evaluating the usability and effectiveness of learning technologies through A/B testing, user interviews, and surveys, contributing to 3 peer-reviewed publications and 2 Honorable Mention publication awards.
- Mentored and trained 6 research assistants in research design, data collection, and data analysis.

Teaching Associate & Training Facilitator   Jan 2016 – Mar 2021
UC San Diego Cognitive Science Department   *La Jolla, CA*

- Designed and developed instructional materials for 12 design and computer science courses, with 85% positive teaching evaluations.
- Trained over 50 teaching assistants in the department to emphasize active learning strategies and providing effective feedback.
- Developed curriculum for a web programming seminar, with materials subsequently adapted into a 250-person engineering course.

Research Science Intern   Jun 2019 – Sept 2019, Jun 2020 – Sept 2020
Adobe Research   *San Francisco, CA*

- Coordinated interviews, focus groups, think-aloud sessions, and A/B testing to develop 2 novel prototypes for improving collaboration and drawing with 50+ users.
- Efficiently created and executed a 5-week plan for prototype design, study design, and evaluation, resulting in a peer-reviewed publication.
- Demonstrated excellent communication and public speaking skills by communicating findings concisely to varied audiences in 2 seminar talks.

UX Research Intern   Jun 2016 – Sept 2016
NASA Jet Propulsion Laboratory   *La Cañada Flintridge, CA*

- Developed personas, storyboards, and prototypes to improve internal performance monitoring tools, resulting in a web prototype actively utilized by 3 engineering teams.

- Streamlined findings and processes through thorough design documentation, leading to increased adoption of human-centered design across the company.
- Invited to deliver a talk about integrating human-centered design and systems engineering at a large systems engineering conference to emphasize the synergy between these approaches.

Research Assistant   Jun 2013 – Jun 2015
Stanford University School of Medicine   *Palo Alto, CA*

- Spearheaded recruiting, experimental design, and data collection of over 100 child participants to examine the impacts of math tutoring, resulting in 2 peer-reviewed journal publications.
- Demonstrated initiative by developing a custom Python script to improve efficiency of data quality control by 30%.
- Developed a web version of math games to assess math abilities, extending access to over 200 children without access to in-person psychological testing.

EDUCATION

Ph.D in Cognitive Science, University of California, San Diego   June 2021

B.A. in Psychology with Honors, University of California, Berkeley   May 2013

SKILLS

Research Skills	Data analysis, Experimental design, A/B testing, Usability testing, Interviews, Survey design
Tools	RStudio, Python, HTML/CSS, JavaScript, Qualtrics, Dedoose, Figma, Microsoft Office, Miro
Other	Writing, Public speaking, Project management, Presentation design

AWARDS & EXTRA-CURRICULAR ACTIVITIES

- National Science Foundation STEM Education Postdoctoral Research Fellowship recipient
- 3 Honorable Mention Paper Awards (Top 5%) from leading human-computer interaction conferences
- Selected as a Rising Star in Electrical Engineering & Computer Science in 2019
- Avid boxer and "cat cuddler" at a local animal shelter