Isabel **Neto**, PhD Candidate
Curriculum Vitae

✉ isabel.canico.neto@gmail.com 🌐 https://isabelcani-coneto.github.io/site/ in www.linkedin.com/in/isabelcneto

RESEARCH MISSION

To develop human-robot experiences to foster a better life for children with and without disabilities, using technology to provide the same opportunities to all and a more diverse and inclusive society while enabling a seamless integration of robotic technologies into human environments.

My main research interests are: Social Robotics, Children Education, Accessibility, Inclusion, and Human-Robot Interaction.

ABOUT ME

I am currently a PhD Candidate with an expected completion date of February 2024 at IST - Technical Institute, University of Lisbon. My research falls within the domain of Computer Science and Engineering, and I am proudly affiliated with GAIPS at INESC-ID. Additionally, I maintain a close collaboration with the Interactive Technologies Institute (ITI/Larsys) at IST and the Human-Robot Collaboration and Companionship (HRC²) group at Cornell University. Under the guidance of my distinguished advisors, Prof. Ana Paiva and Prof. Hugo Nicolau, who are renowned in the fields of social robotics and accessibility, I have been actively engaged in groundbreaking research. During my PhD journey, I had the privilege of closely collaborating with Prof. Guy Hoffman's lab at Cornell University and Prof. Wafa Johal from the University of Melbourne. I even had the opportunity to serve as a visiting scholar at Cornell University.

The research focus revolves around the development of social agents aimed at fostering inclusion within educational settings, particularly in schools. To achieve this, we investigate how different modalities and robot roles, influence interactions among children with and without visual impairment by exposing them to several robot experiences. Our work has gained significant traction, and we are currently collaborating with thirteen local schools in Portugal, involving more than 200 children, as we implement and assess the impact of our research.

In parallel, I contributed as a teaching assistant at IST - Technical Institute within the University of Lisbon, specializing in Human-Computer Interaction (HCI), during the years 2021 and 2022. This experience further enriched my knowledge and deepened my passion for the intersection of technology and human interaction, as well as the pedagogical aspects of transferring this knowledge to university students.

In addition to my academic pursuits, I bring over two decades of valuable experience in the a Global Telecommunications Company, Vodafone. My career has spanned a wide range of roles, encompassing senior leadership, design, business strategy, people management, and digital transformation. Throughout my journey, I have been deeply committed to fostering a customer-centric approach. For more than 16 years, I had the privilege of managing and collaborating with numerous talented individuals, shaping the development of digital channels and experiences. My expertise extends to diverse technical and management areas, covering Digital, Customer Operations, and IT. This has encompassed a variety of platforms, including SAP, social media, chat and chatbots, mobile applications, and websites for self-care, eCommerce, and digital marketing campaigns.

As I near the completion of my doctoral program in Artificial Intelligence, with a primary focus on social robotics and human interaction, I am eager to continue my journey in academia as both a researcher and a teacher. I am excited to explore new challenges in human interaction supported by autonomous agents.

EMPLOYMENT

Research Collaborator | Center of Responsible AI | 2023-Present
Halo Project

Research Assistant | INESC-ID | 2021-Present
GAIPS – Research Group on AI for People and the Society

Research Collaborator | ITI/Larsys | 2022-Present
Inclusive Computing

MSc Support Advisor | IST - University of Lisbon | 2020-Present
Co-advisor support of five MSc in Social Robotics and Human-Computer Interactions

Visitor Scholar | Cornell University | 2022-2022
Collaborating with Guy Hoffman's lab

Teacher Assistant | IST - University of Lisbon | 2021-2022
Computer Science Engineering ; Human Computer Interaction & Interaction Design

Digital Manager and Senior Product Owner | Vodafone | 2018-2020
Responsible for the Digital Channel road-map, engagement, strategy, budget control, delivery web and mobile development, and UX-UI design, for eCommerce, customer care, search and assisted help (such as chat, chatbot and social media). The myVodafone app engaged to more than 13+ million visits monthly, NPS: 35, and Digital tools implementation)

Head of Digital in Customer Operations | Vodafone   2014-2018
Digital (UX-UI, self-care channels, digital tools analytic and search) and Billing Area (finishing and digital Invoice) and social media support (tracking sentiment analysis).

IT Delivery Manager - Online and Finance Projects | Vodafone   2001-2014
Vendor management (outsourcing ADM), Project and Program Management, Delivery manager for Strategic Projects (Online, Finance Area and Fixed Line offer), Demand management and Budget control. Responsible for BI and Online Domain in Vodafone Portugal. Advisor for Oracle (Customer Advisory Board) for WebCenter platform and Speaker in Oracle Open World Conference (2014)

IT Analyst and Project Manager | Telecel   1996-2001

EDUCATION

PhD Candidate in Computer Science and Engineering | IST - University of Lisbon   2019-Feb.2024 edc
Fostering Inclusion in Mixed-visual Abilities Classrooms using Social Robots. Supervised by Prof. Ana Paiva and Prof. Hugo Nicolau.

Computer Science and Engineering Degree | IST - University of Lisbon   1990-1995

Leadership-Executive Education | Nova SBE - University of Lisbon   2018-2018

Enterprise Training | Digital Marketing (Google); Agile Certification (Scrum Alliance); Design Thinking; People Management; Finance, ERP & Web Platforms

PUBLICATION
Also see my Google Scholar, Research-Gate, and ACM profiles.

Conference Proceedings

- Neto, I.; Correia, F.; Rocha, F.; Piedade, P.; Nicolau, H.; Paiva, A. 2023. The Robot Made Us Hear Each Other: Fostering Inclusive Conversations among Mixed-Visual Ability Children. HRI '23
- Rocha, F.; Correia, F.; Neto, I.; Pires, A.; Guerreiro, J.; Guerreiro, T.; Nicolau, H. 2023. Coding Together: On Co-located and Remote Collaboration between Children with Mixed-Visual Abilities. CHI '23.
- Piedade, P.; Neto, I.; Pires, A.; Prada, R.; & Nicolau, H. 2023. PartiPlay: A Participatory Game Design Kit for Neurodiverse Classrooms. SIGACCESS '23.
- Hu, Y. and Neto, I.; Ryu J.; Shtarbanov, A.; Nicolau, H.; Paiva, A.; Hoffman G. 2022. Touchibo: Multimodal Texture-Changing Robotic Platform for Shared Human Experiences. UIST '22.
- Piedade P.; Matsur, N; Rodrigues, C.; Cecilio, F.; Marques A.; Neto, I.; Nicolau, H. 2022. Co-designing a Bespoken Wearable Display for People with Dissociative Identity Disorder. SIGACCESS '22.
- Antunes, C.; Neto, I.; Correia, F.; Nicolau, H. and Paiva, A. 2022. Inclusive'R'Stories: An Inclusive Storytelling Activity with an Emotional Robot. HRI '22.
- Oliveira, F.; Neto, I.; Lopes, D. and Nicolau, H. 2021. Body Perception Manipulation with Movement Sonification for Stroke Survivors Rehabilitation. ICGI '21.
- Rocha, F.; Pires, A.; Neto, I.; Nicolau, H. and Guerreiro, T. 2021. Accembly at Home: Accessible Spatial Programming for Children with Visual Impairments and their Families. IDC '21.
- Neto, I.; Paiva, A. and Nicolau, H. 2021. Community Based Robot Design for Classrooms with Mixed Visual Abilities Children. CHI '21.
- Neto, I.; Nicolau, H. and Paiva, A. 2021. Fostering Inclusive Activities in Mixed-visual Abilities Classrooms using Social Robots. HRI '21 (Companion).
- Neto, I.; Johal, W.; Couto, M.; Nicolau, H.; Paiva, A. and Guneysu, A. 2020. Using Tabletop Robots to promote Inclusive Classroom Experiences. IDC '20.
- Neto; I. 2020. Using Social Robots to Create Inclusive Classroom Experiences for Children with Mixed Visual Abilities. ASSETS '20 (DC).

Talks

- Fostering Inclusion Using Texture Changing Social Robots in Mixed-visual Abilities Classrooms, University of Chicago, Tufts University, Rochester University, MIT Media Lab and Reichman University (2022)
- Can social robots be part of Diversity and Inclusion ? Lean Circle (January 2021).
- The future of content management. Oracle Open World. San Francisco (May 2014).

Honors

- The Robot Made Us Hear Each Other: Fostering Inclusive Conversations among Mixed-Visual Ability Children. Best Paper Award Nominee. HRI '23
- HRI '21 Pioneer & ASSETS '20 Doctoral Consortium

Community Services

- TAILOR Connectivity Fund Scientific Board
- Reviewer CHI '23 '24; DIS '23, HRI '24. ASSETS '21 '23, ICMI '21, Interaction Studies '21, HAI '20.
- IDC '22 Workshop Organizer, '24 Student Competition Chair
- HRI '22 Social activities chairs.
- Student Volunteer HRI '21, ASSETS '20 '21.
- ORACLE Customer Advisor Board (2013-2017).