
Amelia Wang

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UX Researcher

Hello! I've led academic research for 5+ years in Human-Computer Interaction and I'm highly motivated to bridge theory and impact in industry. I lead with empathy for holistic solutions and opportunities that are user-centered and empowering. My passion is in understanding user problems within socio-technical systems and using my research and insights to focus design around supporting relationships and communities.

WORK EXPERIENCE

Tech4 Good Lab, University Of California Santa Cruz • 08/2022 - 11/2022

Research Assistant

- Led studies using remote interviews, surveys, and qualitative analysis, generating insights and design recommendations for university and community collaboration
- Collaborated with cross-functional teams to execute usability research initiatives, fostering reliable relationships with stakeholders, and ensuring actionable insights that improved interface usability and efficiency.
- Managed and mentored 25 junior researchers, overseeing various UX projects, and taught UX methodology from recruitment to presenting findings, leading to high-impact research findings and successful study execution.

Robust.ai • San Carlos, CA • 08/2022 - 11/2022

UX Research Contract • Part-time

- Worked directly under the director of research and head of product, applying interviewing, ethnography, and observational techniques to consult clients, inform research directions, and guide product design
- Enhanced user experience and satisfaction by applying UX research methods to improve external validity on in-house studies, inform business product design, and drive strategic decisions.
- Helped to strategize research plans for series B startup product

User Empowerment Lab, University of Washington • Seattle • 06/2019 - 09/2020

Research Assistant • Part-time

- Conducted and analyzed participant studies using interviews, WoZ, and qualitative analysis to examine social effects of new software voice interfaces on children, pulling from psychology informing user-centric design decisions

Prosocial Computing Lab, University Of Washington • Seattle •

EDUCATION

Master's Of Science In Computational Media

University Of California Santa Cruz, California, USA

09/2020 - 03/2024

Involved and adaptable teaching assistant for various engineering and design classes:

TIM 175 Business Strategy/Information Systems

CMPM 177 Creative Strategies for Designing Interactive Media

CMPM 178 Human-Centered Design Research

CMPM 115 Lead by Design: Experiential Learning Collaborative

CMPM 80J Games as Technical Culture

Bs In Human Centered Design & Engineering

University Of Washington Seattle, Washington, USA

09/2016 - 06/2020

SKILLS

agile methodology, Ajax, Artificial Intelligence, Canvas LMS, Chatbot, coaching and mentorship,

04/2017 - 06/2020

Research Assistant • Part-time

- Helped to design, execute, and analyze participant interviews on-site at local hospital, joint project w/Prof. Andrea Hartzler of University of Washington Biomedical Informatics on usability of hospital emergency room chatbot design published with Conversational User Interfaces (CUI) 2021. Handled scheduling and compensation for participants
- Designed and analyzed study of eye-tracking and webpage behavior, constructed local database for quantitative data using Apache, SQL, and PHP and tracked through Python, JavaScript, and AJAX which led to more user data points.

University of Washington Marketing and Communications • Seattle • 09/2018 - 06/2019

UX Web Intern • Part-time

- Thrived in collaborative environment with cross-functional marketing team to consult and improve content across the university's websites on an interdisciplinary team with developers, designers, and content strategists.
- Conducted user research to draw insights and make improvements on web campaigns, programs, and communications. Documented best practices and suggestions

Computing Research Association, University Of Iowa • Iowa City, Iowa • 06/2018 - 08/2018

Visiting Research Assistant • Full-time

- HCI/Accessibility research advised by Prof. Kyle Rector in the Computer Science dept. at the University of Iowa as part of CRA's Distributed Research Experience for Undergrads (DREU)
- Qualitatively coded videos, transcribed and analysed interviews on inclusive design for blind users in Virtual Reality. Published with Conference on Human Factors in Computing Systems (CHI) 2019.

PROJECTS

Optimizing Canvas LMS for Enhanced Online Learning Experience (UX Research Project)

selected project available on portfolio

Inclusive Design for Blind Users in Virtual Reality (published with CHI 2019)

PUBLICATIONS

Can I Talk to You about Your Social Needs? Understanding Efficiency and Engagement in the Design of Chat-based Surveys (Honourable Mention)

Conversational User Interfaces (CUI) 2021

Can Conversational Agents Change the Way Children Talk to People?

International Design Conference (IDC) 2021.

Communication skills, Contextual Analysis, Data Analysis, Educational Research, Ethnography, Experience Design, Human-Centered Design, Human Computer Interaction, Inclusive, interaction design, JavaScript, Leadership, Mentoring, Online Learning, Planning Process, Python, Qualitative Research, Quantitative Research, recruitment strategies, Research, Sociotechnical System, SQL, Teamwork, Usability Testing, User-Centered Design, User Interface Design, User Research, Virtual Reality