

# Chelsea M. Myers

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Long Beach, CA

## Education

**MS in Digital Media, 2016**  
Drexel University, GPA 4.0

**BS in Digital Media, 2014**  
Drexel University, GPA 3.89

## Interests

Mixed-methods user studies, user interface evaluation, foundational research, cross-disciplinary research, internal UX workshop design, UX advocacy, scaling research & discovery processes

## Skills

### UX Research Methods

Usability tests, interviews, diary studies, persona development, prototyping, requirement gathering, competition analysis, remote testing, card sorting, survey design & analysis, storyboarding, thematic analysis, correlation analysis

### UX Research Facilitation & Democratization

Designing and facilitating workshops (e.g., assumption mapping, kick-offs, alignment, research debrief, solution generation), creating workshop and study templates, designing and hosting UXR Bootcamps

### Software

Figma, Dovetail, Google & Microsoft suite, Useberry, Userbrain, User Interviews, Prolific, Respondent,

## Experience

**Shogun**, Senior Lead UX Researcher, December 2021 - Present  
Lead UX Researcher, December 2020 - December 2021  
UX Researcher, July 2020 - December 2020

Scaled the UX research team from 1 (myself) to 4 in under two years at an ecommerce drag & drop page builder SaaS company. Researched and crafted personas widely used across the organization. Guided the creation of new features from problem discovery to launch through various generative and evaluative research methods. Established a research culture focused on transparency, collaboration, storytelling, and the creation of actionable insights.

**Adobe**, Research Scientist Intern, January - April 2020

Embedded in an Adobe research lab creating experimental interfaces for media editing using the latest machine learning technologies. Assisting in designing and executing user studies for formative analysis and evaluation of prototypes. Directed and developed new prototypes to explore open research questions and to create design guidelines for future products.

**Fandom**, UX Research Intern, June 2018 - June 2019

Conducted internal stakeholder interviews to identify research questions and assumptions of user needs for multiple digital platforms. Designed and executed a diary study, impression tests, and usability tests to gather insights for future products. Conducted field studies visiting users' homes. Presented research reports to multiple stakeholders and conducted several workshops to distribute actionable findings to cross-disciplinary teams.

**PXL Lab**, Research Assistant, September 2017 - July 2020

Lead UX researcher and developer working with diverse teams of designers, developers, community leaders, and psychologists. Research focuses on assisting everyday users understanding complex topics such as cognitive behavioral therapy, machine learning bias, and neural networks.

**Happy Cog**, Developer, April 2013 - December 2016

Front-end developer for companies like Yale, Harvard, Ben & Jerry's, David's Bridal, NYIT, INET, and Lagunitas. Assisted in usability testing sessions focusing on mobile experiences. Participated in kick-off meetings, pitch presentations, and brainstorming sessions.

## Publications

**C. M. Myers**, D. Grethlein, Furqan Anushay, and J. Zhu, "Modeling Behavior Patterns with an Unfamiliar Voice User Interface," (forthcoming) in Proceedings of the 27th Conference on User Modeling,

Jupyter/Colab, SPSS, Dedoose, Atlas.ti, Photoshop

## Coding

HTML5, CSS3, Sass, JavaScript & jQuery, Python, PHP, MySQL, Git, Node.js, WebSockets, WordPress, and responsive web design

## Awards

**Research Excellence Award,** Graduate Student Awards, Drexel University, 2019.

**Grace Hopper Celebration Student Scholarship 2018,** Anita Borg Institute, 2018.

**Research Excellence Award,** Graduate Student Awards, Drexel University, 2018.

**Research Excellence Award,** Graduate Student Awards, Drexel University, 2017.

**Outstanding Promise Award,** Graduate Student Awards, Drexel University, 2016.

## Invited Talks

"What is UX?" | Lectures at Moore Series, Moore College of Art & Design, November 2018

"Overcoming Obstacles in Voice User Interfaces" | Research and Creative Work Showcase, Drexel University, March 2018

"Adaptive Voice User Interfaces" | Women in Computing Society, Drexel University, February 2018

Adaptation and Personalization (UMAP '19), 2019

**C. M. Myers**, A. Furqan, and J. Zhu, "*The Impact of User Characteristics and Preferences on Performance with an Unfamiliar Voice User Interface*," (forthcoming) in Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems (CHI '19) **(23.8% Acceptance Rate)**

J. Xie, **C. M. Myers**, and J. Zhu, "Interactive Visualizer to Facilitate Game Designers in Understanding Machine Learning" in Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems Extended Abstracts (CHI'19 EA), Glasgow, UK, 2019, forthcoming. **(42.2% Acceptance Rate)**

**C. M. Myers**, "*Adaptive Suggestions to Increase Learnability for Voice User Interfaces*," (forthcoming) in Proceedings of the 2019 Conference on Human Information Interaction & Retrieval (IUI '19 Student Consortium)

**C. M. Myers**, A. Furqan, J. Nebolsky, K. Caro, and J. Zhu, "*Patterns for How Users Overcome Obstacles in Voice User Interfaces*," in Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems, 2018, p. 6:1--6:7. **(25.7% Acceptance Rate)**

**C. M. Myers**, A. Furqan, and J. Zhu, "*Adaptable Utterances in Voice User Interfaces to Increase Learnability*," in 6th Workshop on Interacting with Smart Objects (SmartObjects), 2018, no. 2082, pp. 44-49.

A. Furqan, **C. M. Myers**, and J. Zhu, "*Learnability through Adaptive Discovery Tools in Voice User Interfaces*," Proc. 2017 CHI Conf. Ext. Abstr. Hum. Factors Comput. Syst. - CHI EA '17, pp. 1617-1623, 2017. **(38.5% Acceptance Rate)**

J. Zhu, J. Connell, C. M. Kerns, N. Lyon, N. Vecere, D. Lim, **C. M. Myers**, "*Toward Interactive Social Stories for Children with Autism*," in Proceedings of the 2014 ACM SIGCHI Annual Symposium on Computer- Human Interaction in Play (CHI PLAY), 2014, pp. 453-454.

## Books

Myers, Chelsea. *Responsive Web Design Patterns*, Birmingham, UK: Packt Limited, November 2015. Print

## Teaching

**Instructor, Drexel University**

UX Research & Design: Winter 2016

UX Research & Design II: Spring 2016

Experimental Interactive Exhibits: Summer 2017

Content Management Systems: Summer 2017

Web Authoring I: Fall 2014, Summer 2015, Fall 2015

**Adjunct Professor, Moore College of Art and Design**

UX & Web Design: Spring 2017 & 2018

Web Development: Fall 2017 & 2018