

Chelsea M. Myers

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100 N. 22nd Street Unit 106
Philadelphia, PA 19103

Education

PhD Candidate in Digital Media,
Expected 2019
Drexel University

MS in Digital Media, 2016
Drexel University

BS in Digital Media, 2014
Drexel University

Skills

UX Research Methods

Usability Testing, Task Analysis,
Dairy Study, Personas, Paper
Prototyping, Wireframing,
Requirement Gathering,
Competition Analysis, Focus
Groups, Interviews, Card
Sorting, Survey Design, Open &
Axial Coding, Thematic Analysis,
Markov Chain Models

Software

UXPin, Axure, Google Suite,
Excel, Word, TAMs, SPSS,
Dedoose, Photoshop, Illustrator,
After Effects, Flash

Coding

LaTeX, HTML5, CSS3, Sass,
JavaScript & jQuery, PHP,
MySQL, Git, Node.js,
WebSockets, Google Maps &
Calendar API, WordPress,
Responsive Web Design, and
Local Storage

Experience

FANDOM, UX Research Intern, Summer 2018

First UXR hire for new UX department. Conducted internal interviews to identify research needs. Designed and executed a dairy study, impression tests, and usability tests to gather insights for future products. Presented research reports to multiple stakeholders and conducted three UX workshops to help generate solutions for studies' findings with cross-disciplinary teams.

PXL Lab, Research Assistant, Fall 2017 – Present

Lead UX researcher and developer working with a diverse team of designers, developers, community leaders, and psychologists to create a therapeutic story creator to help at-risk adolescents manage difficult situations. We are iteratively building an online story creator tool through personas, user journeys, usability studies, and participatory design to foster story creation and sharing.

Happy Cog, Developer, Spring 2013 – Winter 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/white board sessions.

Freelance Developer & Designer, Summer 2010 – Present

Worked with clients and target users from research, design, to development to create customized mobile-friendly websites.

Teaching

Instructor, Drexel University

User Experience: Winter 2016
Special Topics: User Experience Design II: Spring 2016
Experimental Interactive Exhibits: Summer 2017
Content Management Systems: Summer 2017
Web Authoring I: Fall 2014, Summer 2015, Fall 2015
Vector Authoring I: Winter 2015

Adjunct Professor, Moore College of Art and Design

Web Design: Spring 2017 & 2018
Screen Typography: Fall 2017 & 2018

Awards

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

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

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

Entrepreneur Program Incubator, Coffeefbot Studios, Corzo Center for the Creative Economy, University of the Arts and Drexel University, Summer 2014, \$6000.

Audience's Choice Award, Coffeefbot Studios, Corzo Center for the Creative Economy, University of the Arts and Drexel University, 2014, \$1000.

Co-Curricular

Volunteer, **Women in Tech Summit**, Spring 2014

Teaching Assistant, **Girl Develop It**, Winter 2014

Invited Talks

"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

Projects

UX of VUIs with DiscoverCal, Fall 2016 – Present

As lead UX researcher, I am exploring how to adapt Voice User Interfaces (VUIs) to cater to an individual's preference. For this project, I have conducted usability studies on a modern VUI (Alexa) to better understand how people approach VUIs and form verbal commands. Through paper prototyping tests, usability studies, and user interviews, my team is designing and developing our own VUI called DiscoverCal.

Interactive Narrative Authorship Tool, Fall 2017 – Present

Lead UX Researcher working with local community through participatory design. This is an iterative project where we have designed personas, user journeys, and usability studies to create a therapeutic story creator to help teach adolescents skills to manage difficult situations.

Touch-Enhanced Gesture, Fall 2014 – Spring 2016

Developed an approach for improving gesture control by combining it with touch input through user interviews and a within-subject usability study.

Publications

C. 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. 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. 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. 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