

# Chelsea M. Myers

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## Mixed-Methods UX Researcher

Long Beach, CA

### Education

**Ph.D. Candidate in Digital Media, Expected 2020**

Drexel University, GPA 4.0

**M.S. in Digital Media, 2016**

Drexel University, GPA 4.0

**B.S. in Digital Media, 2014**

Drexel University, GPA 3.89

### Interests

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

### Skills

#### UX Research Methods

Usability Testing, Diary Studies, Persona Development, Paper Prototyping, Wireframing, Requirement Gathering, Competition Analysis, Focus Groups, Interviews, Remote Testing, Card Sorting, Survey Design & Analysis, Storyboarding, Open & Axial Coding, Thematic Analysis, Correlation Analysis, Linear Regression Modeling

#### Software

UXPin, Figma, Axure, Google Suite, Excel, Word, TAMs, Jupyter, Colab, SPSS, Dedoose, Atlas.ti, Photoshop, Illustrator, After Effects

#### Coding

LaTeX, HTML5, CSS3, Sass, JavaScript & jQuery, PHP, MySQL, Git, Node.js, WebSockets, Google Maps & Calendar API, WordPress,

## Experience

### 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, Summer 2018 & January - 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, Fall 2014 - Present

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, 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 sessions.

## Research Publications

**C. M. Myers**, D. Grethlein, A. Furqan, S. Ontañón, and J. Zhu, "Modeling Behavior Patterns with an Unfamiliar Voice User Interface," in Proceedings of the 27th ACM Conference on User Modeling, Adaptation and Personalization (UMAP'19), Larnaca, Cyprus, 2019 (**23% Acceptance Rate**)

**C. M. Myers**, A. Furqan, and J. Zhu, "The Impact of User Characteristics and Preferences on Performance with an Unfamiliar Voice User Interface," in Proceedings of the 2019 Conference on Human Factors in Computing Systems (CHI '19), Glasgow, UK, 2019 (**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 Conference on Human Factors in Computing Systems Extended Abstracts (CHI'19 EA), Glasgow, UK, 2019 (**42.2% Acceptance Rate**)

Responsive Web Design, and Local Storage

## 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.

**Honoree,** Annual Celebration of Drexel Authors 2016, Drexel University.

**2nd Place Research Day Award,**  
Coffeobot: An Animated Series  
Drexel University, 2014, \$500.

## 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

**C. M. Myers,** *"Adaptive Suggestions to Increase Learnability for Voice User Interfaces,"* 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. 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

User Experience Research & Design: Winter 2016  
User Experience Research & Design II: Spring 2016  
Experimental Interactive Exhibits: 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