



## EDUCATION

University of California Irvine, Irvine, CA

PhD, Informatics

Advisor: Madhu Reddy

2021 - Present

University of Michigan, Ann Arbor, MI

M.S., Information

User Experience Research and Design,

2017 – 2019

San Jose State University, San Jose, CA

B.S., Psychology (Honors)

Mathematics Minor

2014 – 2017

## PROFESSIONAL EXPERIENCE

NowPow (a Unite Us company), Chicago, IL

**Product Designer**, 05/2019 – 08/2021

- Sole user experience researcher and designer supporting 5 different products; designed and near-launched a new product.
- Led all user research through interviews, usability testing, and participatory design, ranging from 10 to 15 sessions each month.
- Created a design system to increase hand-off efficiency and design consistency; the system includes a UI kit built with Adobe XD.
- Collaborated with product managers, developers, QA, and customer success to validate designs, prioritize features, and determine product directions.

TechSmith Corporation, Okemos, MI

**UX Designer Intern**, 06/2018 – 08/2018, 01/2019 – 04/2019

- Primary UX designer in the early stage of the product cycle, defined project scope and user groups using methods such as comparative analysis.
- Created designs for Camtasia, a video editing desktop application. Designs were implemented and released in the 2019 update.

University of Michigan, Ann Arbor, MI

**Instructional Designer**, 10/2017 – 06/2018

- Conducted 6 usability testing by surveying users about potential improvements, having 3 peer reviews with other designers, and assessing overall accessibility.
- Drafted and revised course modules on Canvas to increase engaged learning experiences for undergraduate students.

## PUBLICATIONS

### Conference Publications

**C4** Wong, N., Jeong, S., Reddy, M., Samatis, C., Lattie, E., & Jacobs, M. (2023). *Paper under review*. *DIS 2024, Copenhagen, Denmark*.

**C3** Wong, N., Jackson, V., Van der Hoek, A., Ahmed, I., Schueller, S., & Reddy, M. (2023). Mental Wellbeing in the Workplace: Perspectives of Software Engineers. *CHI 2023, Hamburg, Germany*. doi: <https://doi.org/10.1145/3544548.3581528>

**C2** Scott, A., Cooke, I., Sliwinska, K., Wong, N., & Schuster, D. (2018). Elicitation by critiquing: Applications to computer network defense. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*. Santa Monica, CA: Human Factors and Ergonomics Society. doi: <https://doi.org/10.1177/1541931218621286>

**C1** Cooke, I., Scott, A., Sliwinska, K., Wong, N., Shah, S. V., Liu, J., & Schuster, D. (2018). Toward robust models of Cyber Situation Awareness. *Proceedings of the 9th International Conference on Applied Human Factors and Ergonomics*. Orlando, FL: AHFE International. doi: [https://doi.org/10.1007/978-3-319-94782-2\\_13](https://doi.org/10.1007/978-3-319-94782-2_13)

### Journal Publications

**J1** Studd, H., Haldar, S., Wong, N., Reddy, M., Miller, E., & Mohr, D. (2022). Collaboration Challenges and Technology Opportunities at the Intersection of Perinatal and Mental Health Journeys. *CSCW 2022, Taipei, Taiwan*. doi: <https://doi.org/10.1145/3555614>

## Poster Presentations

- P10 Wong, N.** & Reddy, M. (2024, June). *Exploring Asian American Mental Health Content from Mental Health Professionals and Young Adults on TikTok* [Poster presentation]. ISRII 12th Scientific Meeting, Limerick, Ireland.
- P9** Bautista, J., **Wong, N.**, & Reddy, M. (2023, June). *Asian American Mental Health and Technology: Improving Focus Group Methodology to Facilitate Conversations* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2023. [\[Link\]](#)
- P8 Wong, N.**, Jeong, S., Lattie, E., Reddy, M., & Jacobs, M. (2023, June). *Designing a voice-assisted collaborative mental health intervention for homebound older adults and family caregivers* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2023. [\[Link\]](#)
- P7 Wong, N.** & Reddy, M. (2022, June). *An exploration of Asian American youth's TikTok usage in expressing mental health concerns* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2022. [\[Link\]](#)
- P6 Wong, N.**, Broderick, B., & Marcu, G. (2019, April). *Children with special needs as active collaborators in their own interventions* [Poster session]. University of Michigan School of Information Exposition, Ann Arbor, MI.
- P5 Wong, N.**, Mishra, A., Potiyevskiy, V., & Vohra, A. (2018, September). *MealSpace* [Poster presentation]. Decipher, Ann Arbor, MI.
- P4** Wojciechowski, K. & **Wong, N.** (2018, April). *Using LMS as a launchpad: Leveraging Canvas as a platform for library research learning modules* [Poster presentation]. LOEX, Houston, TX.
- P3** Cooke, I., Scott, A., Sliwiska, K., **Wong, N.**, Shah, S. V., Liu, J., & Schuster, D. (2017, May). *Toward robust models of cyber situation awareness* [Poster presentation]. Spartan Psychological Association Research Conference. San Jose, CA.
- P2** Brown, P., Christensen, K., Nguyen, R., **Wong, N.**, & Schuster, D. (2016, April). *An investigation of trust in cyber security tools* [Poster presentation]. Meeting of the Western Psychological Association, Long Beach, CA.
- P1 Wong, N.**, & Schuster, D. (2016, April). *The use of virtual machines in learning about human behavior in cyber security* [Poster presentation]. Spartan Psychological Association Research Conference. San Jose, CA.

## Workshops Papers

- W2 Wong, N.**, Schueller, S., & Reddy, M. (2023, April). Aligning collaboration between HCI and IS researchers: Reflections on a Digital Mental Wellbeing Project. *CHI 2023 Workshop: Bridging HCI and Implementation Science for Innovation Adoption and Public Health Impact*. [\[Link\]](#)
- W1 Wong, N.**, Seshadri, P., Agnihotir, M., Oewel, B., & Agapie, E. (2022, May). Personalization of mental well-being apps through AI. *CHI 2022 Workshop: Grand Challenges in Personal Informatics and AI*. [\[Link\]](#)

## Abstracts

- A2** Bautista, J., **Wong, N.**, Reddy, M., & Schueller, S. (2024, June). Understanding Opportunities for Mental Health Technologies Among “Gen Z” and “Millennial” Asian Americans: Insights from Focus Groups [Abstract]. *In Symposium: Centering the Experiences of Racially and Ethnically Minoritized Groups in the Design and Improvement of Internet Interventions*. ISRII 12<sup>th</sup> Scientific Meeting, Limerick, Ireland.
- A1 Wong, N.**, Reddy, M. (2022, May). Supporting the Complex Mental Health Needs of Adolescents from Immigrant Families. *CHI 2022 Workshop: Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs*. [\[Link\]](#)

## Book Chapters

- B1 Wong, N.**, Kuziemsy, C., Abraham, J., Nambiar., K., & Reddy, M. **Revised chapter under review**. Characterizing Collaborative Workflow and Health Information Technology. *Reengineering Clinical Workflow in the Digital and AI Era: Toward Safer and More Efficient Care*. Springer.

## Thesis and Reports

R1 **Wong, N.** (2017). Investigating Criteria and Techniques for Increasing Password Security and Memorability for Users [Honor thesis].

## RESEARCH EXPERIENCE

Cyrus Tang Foundation Project, University of California Irvine, Irvine, CA

**HCI Researcher**, 07/2023 – Present

- Work with an interdisciplinary research team (psychology, statistics, and public health) to assess college students' mental health in China.
- Adapted and translated English digital mental health interventions to Chinese for pilot studies.

Asian Mental Health Collectives (AMHC)

**Researcher**, 06/2022 – Present

- Conducted and analyzed 4 focus groups to understand the Asian American mental health experience and the technologies used to manage mental health challenges.
- Developed new research ideas for AMHC, including program evaluation strategies.

PITCH Lab, Northwestern University/University of California Irvine

**Research Assistant**, 10/2020 – Present

- Led 20+ remote participatory design sessions to understand the voice assistant's role in supporting older adults' mental health.
- Conducted and analyzed 10+ interviews for a project on understanding the mental well-being of software engineers.
- Designed digital prototypes for usability testing sessions.
- Created product requirements for developers to build an Alexa Skill for older adults and a web app for family caregivers.

Empathetic Research Lab, University of Michigan, Ann Arbor, MI

**Research Assistant**, 10/2018 – 05/2019

- Conducted literature review for independent study on child-centered approach in behavioral interventions for children with special behavioral needs.
- Led a team of 4 to design protocol, conduct interviews, and analyze results.

VECTR Lab, San Jose State University, San Jose, CA

**Research Assistant**, 02/2015 – 06/2017

- Collected data from over 50 participants through go-no-go tasks, flanker test, and card sorting for lab studies on cyber security and situational awareness.
- Developed procedures for lab studies, such as card sorting and concept mapping.
- Entered, organized, and compiled quantitative data for 4 studies via Excel and SPSS.

## TEACHING EXPERIENCE

Purdue University, West Lafayette, IN

**Guest Lecture**, 2/13/2024

- Held a guest lecture for an undergraduate-level course, CS475-HCI, comparing my industry and academic experiences in HCI.

University of Michigan, Ann Arbor, MI

**Graduate Student Instructor**, 09/2018 – 05/2019

- Led a team of 4 graduate student instructors to create testing materials and manage testing logistics for 300 undergraduate students.
- Taught over 75+ students on Introduction to Cognitive Psychology through 3 discussion sections for 2 semesters.

## PROJECTS

CarePass, Irvine, CA

**UX Designer and Researcher**, 2022

- Led a team of 10 undergraduate and graduate students to design and develop a mobile application that distributes assignment passes and mental health education for college students. CarePass was a finalist among 20+ other hackathon teams.

Digital Scholar Lab, Gale Cengage, Farmington Hills, MI

**UX Researcher**, 2018

- Led the user research process for survey design and analysis, and defined 2 major user groups using key findings from 6 different user research methods.
- Recommendations were used to revise their product UI.

## AWARDS AND HONORS

University of California Irvine, Graduate Division

Grad Slam Semi-finalist, 2024

University of California Irvine, ANTrepreneurship Center

Mental Health for College Students Hackathon Finalists, 2022

University of California Irvine

Chair Award, 2021

University of Michigan School of Information

Graduation Commencement Speaker, 2019

Half Merit Scholarship, 2017 – 2019

Western Region Robotics Forum

Volunteer of the Year Award, 2017

San Jose State University

President scholar, 2016 – 2017

NSF Research Experiences of Undergraduate Fellowship, 2016 – 2017

## REVIEWER EXPERIENCE

CHI 2024

LBW Reviewer, 02/2024

Full Paper Reviewer, 10/2023

Frontiers in Psychiatry, section Digital Mental Health

Reviewer, 09/2023

International Journal of Human-Computer Interaction

Reviewer, 08/2023

CSCW 2023

Poster Reviewer, 06/2023

## MENTORSHIP AND LEADERSHIP EXPERIENCE

Informatics Graduate Student Association (IGSA) at the University of California, Irvine

Communications Chair, 03/2023 – Present

San Jose State University

Alumni Mentor, 02/2022 – Present

- Rio Y. M.
- Leilani T.
- Chi N.
- Charlene K.
- Nora S.

#### University of Michigan

Alumni Mentor, 08/2020 – Present

#### For Inspiration and Recognition of Science and Technology (FIRST)

Judge Advisor, 08/2022 – Present

Coach and Mentor, 08/2014 – 08/2023 (*Works with students aged 8 to 18*)

#### University of California Irvine, United Auto Workers (UAW)

Department Steward, 08/2021 – 08/2023

#### University of Michigan School of Information

Information Mentor, 09/2017 – 06/2019

#### University of Michigan

Lead Graduate Student Instructor, 09/2018 – 05/2019

#### Learning Education Technology at the School of Information (LETSI) at the University of Michigan

President, 09/2018 – 05/2019

## VOLUNTEERING EXPERIENCE

### CSCW 2023

Student Volunteer, 09/2023 – 10/2023

### DIS 2022

Student Volunteer, 04/2022 – 06/2022

### Asian Mental Health Collectives (AMHC)

Designer, 01/2023 – Present

Research Team Member, 06/2022 – Present

### National Alliance of Mental Illness (NAMI)

Newsletter Designer, 06/2021 – Present

### For Inspiration and Recognition of Science and Technology (FIRST)

Judge Advisor, 2023 – Present

Event Volunteer (Judge, Referee, Announcers, etc.), 2014 – Present

### Shelter Association at Washtenaw County

Meal Distribution, 2018 – 2019

## SKILLS

Language (Fluent)

English

Application

Figma/FigJam

Research Method

Affinity Diagram

Chinese: Mandarin  
Chinese: Cantonese  
HTML/CSS

Adobe XD  
Voice Flow  
Microsoft Office

Card Sorting  
Interview  
Contextual Inquiry  
Participatory Design  
Personas  
Empathy Map  
Survey Design/Analysis  
Usability Testing