

Tiffany Kneareem

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EDUCATION

Pennsylvania State University College of Information Sciences and Technology	PhD Candidate Supervised by Dr. John M. Carroll Degree: Informatics (Human-Computer Interaction) Dissertation: Creativity Support for Innovation and Novelty	2017 - 2021 (anticipated)
University of Kansas College of Liberal Arts	B.A. in Psychology B.A. in East Asian Languages & Cultures	2008 2008
Obirin University	Study abroad program (Japanese language); Tokyo, Japan	2005 - 2006

AWARDS

Rednor IST Scholarship (\$5,000) IST Travel Awards (\$3,000) CRA-W Grad Cohort 2018, 2020 Phi Beta Kappa
University of Kansas Honor of Distinction Global Awareness Program Women's Leadership Recognition Honoree

RESEARCH EXPERIENCE

Pennsylvania State University <i>Collaboration and Innovation Lab</i>	Research Assistant , College of IST Positive Aging - <i>Health coproduction studies</i> [Papers 1-4; 7, 11] <ul style="list-style-type: none">Interview & observation with older adults on their collaborative, creative practices.Focus groups and collaborative prototyping.	2017 - PRESENT
Dr. John M. Carroll Dr. Mary Beth Rosson	Everyday Creativity - <i>Novelty and innovation studies</i> [Papers 5, 8, 10] <ul style="list-style-type: none">User studies (interview & observation) with members of creative community on their sharing and informal learning practices. Community Engagement - <i>Arts Festival Stories mobile game study</i> [Papers 6, 9] <ul style="list-style-type: none">Deployed a mobile game to evoke engagement at a local festivalApplied mixed methods (app data, surveys and interviews)	
University of Kansas <i>Hamilton Health Lab</i>	Undergraduate Research Assistant Sleep and Well-being <ul style="list-style-type: none">Investigated the role of sleep on psychological well-being in human subjects studyPerformed quantitative data analysis on results using SPSS	2006 - 2007
Dr. Nancy Hamilton		

WORK EXPERIENCE

Facebook Menlo Park, CA	User Experience Researcher Intern <ul style="list-style-type: none">Developing line of research at Facebook Research, Summer 2020.	INCOMING 2020
Google University Park, PA	Developer Student Club (DSC) Lead <ul style="list-style-type: none">Inaugurated DSC at Penn State; assembled core leadership teamProviding product training for 150+ students and faculty	2018 - PRESENT
Simple San Francisco, CA	Technical Account Manager <ul style="list-style-type: none">Supported 10+ high-revenue accounts (e.g. bug reports & training)	2016 - 2017
Vrenergy Berkeley, CA	Operations Project Manager <i>GSV Labs 2016 Accellerator Batch</i> <ul style="list-style-type: none">Led user research in early stage start-up environment for B2C product. Methods included interview, surveys, personas, competitive analysis, and prototyping	2016 - 2017
Coursera Mountain View, CA	Community Operations Associate <ul style="list-style-type: none">Advocated for high quality user experience to product team; distilled user input into design recommendations to drive product change for 16+ million global learners	2015 - 2016

Google via Vaco
Mountain View, CA

Project Specialist

2014 - 2015

- Full-cycle project management for two product launches, including requirements gathering, analyst training, process documentation; multi-stakeholder collaboration

Japan Exchange & Teaching Program
Yamanashi, JP

Instructor, English as Foreign Language

2011 - 2012

- Instructed 600+ students in English language, 18 classes per week, ran student club
- Cultural ambassador to small community in rural Japan

SKILLS

Prototyping / Analysis Methods

Sketch, InDesign, Figma, Atlas.TI, SPSS, JMP, Excel, qualitative thematic analysis
Qualitative: Interview, observation, usability testing, diary study, focus group
Quantitative: Survey, user testing, A/B testing
UX: Heuristic evaluation, scenarios, personas, storyboarding

**Project Management
Programming Languages
Languages**

Agile software development, SCRUM, JIRA, ZenDesk, Asana, Slack
HTML, CSS, novice Python
Intermediate Japanese, elementary Spanish

ACADEMIC SERVICE

**University Organizations
Invited Seminars
ACM Paper Reviewer
Student Volunteering**

Graduate and Professional Students Association, IST Delegate (2018-2019)
Designing a Great User Experience @ HackPSU 2019
CHI; CSCW; C&C; DIS; NORDICHI
CSCW 2019, 2018; iConference 2019; C&C/DIS 2019
CSCW 2020 SV Co-Chair

Other Service

Session Chair CSCW 2019; PC GROUP 2019, HackPSU Judge (2018 - present)

PUBLICATIONS

- 2020**
- [11] **Kneareem, T.**, Wang, X., Carroll, J.M. Constructing Health Together: The Factors of Health Coproduction (Manuscript under review at *ACM Transactions on Social Computing*)
 - [10] **Kneareem, T.**, Tsai, CH., Carroll, J.M. Brewing Up Creativity: Informal Learning and Development in a Brewing Community (Manuscript in preparation)
 - [9] **Kneareem, T.**, Wang, X., Carroll, J.M. Enhancing Festival Engagement: An Interview Study on Evoking Engagement in Community Events (Manuscript in preparation)
- 2019**
- [8] **Kneareem, T.**, Wang, X., Wan, J., Carroll, J.M. Crafting in a Community of Practice: Resource Sharing as Key in Supporting Creativity. In *Proc. ACM C&C '19*.
 - [7] Wang, X., **Kneareem, T.**, Carroll, J.M. Never Stop Creating: A Preliminary Inquiry into Older Adult's Everyday Innovations. In *Proc. PervasiveHealth '19*.
 - [6] Wang, X., **Kneareem, T.**, Yoon, H.J., Jo, H., Lee, J., Seo, J., Carroll, J.M. Engaging the Community Through Places: A User Study of People's Festival Stories. In *Proc. iConference '19*.
 - [5] **Kneareem, T.**, Wang, X., Carroll, J.M. How Professionals Support Amateurs' Creativity Within the Brewing Community. In *Proc. ACM CSCW EA'19*
- 2018**
- [4] Wang, X., **Kneareem, T.**, Gui, F., Gupta, S., Zhu, H., Williams, M., & Carroll, J. M. The Safety Net of Aging in Place: Understanding How Older Adults Construct, Develop, and Maintain Their Social Circles. In *Proc. PervasiveHealth '18*.
 - [3] Wang, X., **Kneareem, T.**, Carroll, J.M. Ordinary Innovations of Older Adults: An Interview Study to Understand Interest Development in Aging. In *Proc. ACM CSCW EA'18*.
 - [2] Wang, X., **Kneareem, T.**, Carroll, J.M. Learning Flows: Understanding How Older Adults Adopt and Use Mobile Technology. In *Proc. PervasiveHealth EA'18*.
 - [1] Wang, X., **Kneareem, T.**, Gui, F., Gupta, S., Zhu, H., Williams, M., & Carroll, J. M. A Safety Net: How Older Adults Build and Maintain Interpersonal Relationships. In *Proc. ACM CHI EA'18*.