

Tiffany Kneareem

Qualitative User Experience Researcher

University Park, PA

tak54@psu.edu

tkneareem.wixsite.com/tkneareem

[814] 954-0759

EDUCATION

Pennsylvania State University College of Information Sciences and Technology	PhD Candidate Supervised by Dr. John M. Carroll Degree: Informatics (Human-Computer Interaction) Dissertation: Understanding & Enabling Community Innovation	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

IST Award for Excellence in Teaching Support (\$500) Rednor IST Scholarship (\$5,000) IST Travel Awards (\$3,000)
CRA-W Grad Cohort 2018, 2020 Phi Beta Kappa Women's Leadership Recognition Honoree

RESEARCH EXPERIENCE

Pennsylvania State University <i>Collaboration and Innovation Lab</i>	Research Assistant , College of IST Positive Aging - <i>Well-being & coproduction studies</i> [Papers 1, 2, 5, 7, 9] <ul style="list-style-type: none">Interview & observations with older adults on their collaborative, creative practicesFocus groups and collaborative prototyping	2017 - PRESENT
Dr. John M. Carroll Dr. Mary Beth Rosson	Community-based Care - <i>Creativity & community studies</i> [Papers 3, 6, 10, 11] <ul style="list-style-type: none">User studies (interview & observation) on maker community's sharing and learningMutual aid during Covid-19: content analysis of online groups for pandemic support Community Engagement - <i>Mobile engagement studies</i> [Papers 4, 8] <ul style="list-style-type: none">Deployed a mobile app & a web app at a festival to evoke community engagementConducted remote and in-person interviews to understand user experience	
University of Kansas <i>Hamilton Health Lab</i>	Undergraduate Research Assistant , Department of Psychology Sleep and Well-being Study <ul style="list-style-type: none">Investigated the role of sleep on psychological well-being in human subjects studyAnalyzed quantitative survey data with SPSS	2006 - 2007
Dr. Nancy Hamilton		

WORK EXPERIENCE

Google Seattle, WA	User Experience Research Intern <ul style="list-style-type: none">AIUX. Exploring how AI improves hardware and how hardware improves AI	MAY-AUG 2021
Penn State University University Park, PA	Graduate Teaching Fellow <ul style="list-style-type: none">IST 402 Community Informatics; undergraduate junior/senior course (30 students). Previously, teaching assistant (TA) for undergraduate and graduate level courses	JAN-MAY 2021
Facebook Menlo Park, CA	User Experience Researcher Intern <ul style="list-style-type: none">Ads and Business Platform. Conducted end-to-end foundational interview and contextual inquiry study to understand user behaviors for new consumer product	JUN-AUG 2020
Google University Park, PA	Developer Student Club (DSC) Lead <ul style="list-style-type: none">Inaugurated DSC at Penn State; assembled core leadership team, hosted events	2018 - 2020
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 <ul style="list-style-type: none"> Full-cycle project management for two product launches, including requirements gathering, analyst training, process documentation; multi-stakeholder collaboration 	2014 - 2015
Japan Exchange & Teaching Program Yamanashi, JP	Instructor, English as Foreign Language <ul style="list-style-type: none"> Instructed 600+ students in English language, 18 classes per week, ran student club Cultural ambassador to small community in rural Japan 	2011 - 2012

SKILLS

Prototyping / Analysis Methods	Figma, Sketch, InDesign, Atlas.TI, SPSS, Excel, qualitative thematic analysis Qualitative: Interview, observation, contextual inquiry, usability, diary study, focus group Quantitative: Survey, user testing, A/B testing UX: Heuristic evaluation, scenarios, personas, storyboarding
Project Management	Agile software development, SCRUM, JIRA, ZenDesk, Asana, Slack
Programming Languages	HTML, CSS, novice Python
Languages	Intermediate Japanese, elementary Spanish

ACADEMIC SERVICE

University Organizations	Graduate and Professional Students Association, IST Delegate (2018-2019)
Invited Seminars	Designing a Great User Experience @ HackPSU 2019
ACM Paper Reviewer	CHI; CSCW; C&C; DIS; NORDICHI
Student Volunteering	CSCW 2020 SV Co-Chair, CSCW 2019, 2018; iConference 2019; C&C/DIS 2019
Other Service	Session Chair CSCW 2019; PC GROUP 2019, HackPSU Judge (2018 - present)

SELECTED PUBLICATIONS

2021	[11] Kneareem, T. , Jo, J., Carroll, J.M. Care-mongering to Increase Community Collective Efficacy and Resilience Amid the COVID-19 Pandemic. (Manuscript under review, 6/2021)
	[10] Kneareem, T. , Jo, J., Tsai, C.H., Carroll, J.M. Making Space for Support: An Exploratory Analysis of Pandemic-Response Mutual Aid Platforms. In <i>Communities and Technology '21</i>
	[9] Kneareem, T. , Wang, X., Carroll, J.M. Constructing Well-being Together: Older Adults Engagement in Coproduction Through Volunteering. In <i>Communities and Technology '21</i>
	[8] Kneareem, T. , Jo, J., Wang, X., Carroll, J.M. Seek, Engage and Reflect: A Mobile Scavenger Hunt to Develop Community Engagement. In <i>Communities and Technology '21</i>
2020	[7] Kneareem, T. , Wang, X., Carroll, J.M. Sustaining Engagement in Volunteer Activities for Older Adults. In <i>Proc. ACM CSCW EA'20</i>
2019	[6] Kneareem, T. , Wang, X., Wan, J., Carroll, J.M. Crafting in a Community of Practice: Resource Sharing as Key in Supporting Creativity. In <i>Proc. ACM C&C '19</i> .
	[5] Wang, X., Kneareem, T. , Carroll, J.M. Never Stop Creating: A Preliminary Inquiry into Older Adult's Everyday Innovations. In <i>Proc. PervasiveHealth '19</i> .
	[4] 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 <i>Proc. iConference '19</i> .
	[3] Kneareem, T. , Wang, X., Carroll, J.M. How Professionals Support Amateurs' Creativity Within the Brewing Community. In <i>Proc. ACM CSCW EA'19</i>
2018	[2] 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 <i>Proc. PervasiveHealth '18</i> .
	[1] Wang, X., Kneareem, T. , Carroll, J.M. Learning Flows: Understanding How Older Adults Adopt and Use Mobile Technology. In <i>Proc. PervasiveHealth EA'18</i> .