

Tiffany Knearem

Qualitative User Experience Researcher

University Park, PA

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EDUCATION

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| 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

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| Pennsylvania State University <i>Collaboration and Innovation Lab</i> Dr. John M. Carroll Dr. Mary Beth Rosson | Research Assistant , College of IST Positive Aging - Well-being & coproduction studies [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 Community-based Care - Creativity & community studies [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 - Mobile engagement studies [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 | 2017 - PRESENT |
| University of Kansas <i>Hamilton Health Lab</i> Dr. Nancy Hamilton | 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 |

WORK EXPERIENCE

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| Penn State University University Park, PA | Graduate Teaching Fellow <ul style="list-style-type: none">IST 402 Community Informatics; undergraduate junior/senior course. Creating content & instruction materials, instructor for 28 students in remote context | SPRING 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 | SUMMER 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 |
| 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 |

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| 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

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| 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

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| 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

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| 2021 | [11] Kneareem, T. , Jo, J., Carroll, J.M. Creative Care-mongering: Community Mutual Aid Practices Amid the COVID-19 Pandemic. (Manuscript under review, 4/2021) |
| | [10] Kneareem, T. , Jo, J., Tsai, C.H., Carroll, J.M. Making Space for Support: An Exploratory Analysis of Pandemic-Response Mutual Aid Platforms. To appear, <i>Communities and Technology</i> '21 |
| | [9] Kneareem, T. , Wang, X., Carroll, J.M. Constructing Well-being Together: Older Adults Engagement in Coproduction Through Volunteering. To appear, <i>Communities and Technology</i> '21 |
| | [8] Kneareem, T. , Jo, J., Wang, X., Carroll, J.M. Seek, Engage and Reflect: A Mobile Scavenger Hunt to Develop Community Engagement. To appear, <i>Communities and Technology</i> '21 |
| 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> . |