

Eryn Whitworth • User Experience Researcher

Education

Ph.D. Information Studies
Focus in Ethnography
U. of Texas at Austin

M.S. Information Studies
Focus in HCI
U. of Texas at Austin

B.A. Philosophy
Focus in Logic
U. of Central Oklahoma

Experience

Microsoft AI Builder, Redmond • User Experience Researcher • Jan 2020 - present

Developing AI trust metrics • Modeling non technical users' understandings of AI • Establishing and maintaining evaluative research pipeline while developing generative frameworks

Facebook Reality Labs, Redmond • User Experience Researcher • Nov 2017 - Nov 2019

Conceptualized and executed large and small scale research projects, specializing in early AI AR experience development • Led deeply cross functional research teams • Built and maintained reusable data sets • Validated and modelled multivariate context frameworks • Socialized study findings • Facilitated design envisioning • Supported product research team in research and design sprints

Grainger UX Research, Austin • User Experience Researcher • May 2015 - Jun 2016

Segmented customer base • Evaluated customer knowledge of industrial materials • Adapted the reverse card-sort method • Designed crowd-sourced evaluations of product findability • Measured findability performance • Designed taxonomies to enhance findability

Intel Labs, Santa Clara • User Experience Research Intern • Aug - Dec 2012

Evaluated the camera-array features and use cases of the RealSense™ imaging technology (<http://intel.ly/1zPOb3C>) • Uncovered values toward imaging gimmicks, viewer's trust, and photographer's reputation • Developed requirements per customer type

Microsoft Research, Cambridge • User Experience Research Intern • Aug - Dec 2011

Defined mental models of file ownership in cloud-based storage • Assessed users' attitudes toward content deletion • Developed new interactions for soft deletion

Frog Design

Austin, UX Consultant
Mar - Sept 2017

Mixed Methods

Podcast Editor
Jan-Nov 2017

Blink UX

Seattle, Collaborator
July - Nov 2017

LBJ Presidential Library

Austin, UX Consultant
Mar - Sept 2009

*Interviews • Strategy •
UX Evangelism*

Smithsonian Institution

D.C., UX Intern
Jun– Sept 2008

*Survey Design • UI
Design • Usability Testing*

Luna Imaging Inc.

Los Angeles, UX Intern
May– Aug 2008

*Remote Usability Studies •
UI Design • Interviews*

School of Information • Graduate Research Appointments • 2011 - 2017

Over the course of nine academic appointments I supported or led numerous projects for professors by planning and conducting research, collaborating on scholarly writing projects, and leading interaction design initiatives. My responsibilities involved:

- *Research: Developing study instruments (e.g., experimental and observational) and conducted thorough analysis (e.g., grounded theory coding) • Executing numerous research protocols*
- *Design: Leading interaction design initiatives (e.g., personas, wireframes, journey maps, and concept mapping)*
- *Scholarly Writing: Reporting study results and supported scholarly communication • contributing to formal writing projects (e.g., journals, conferences, and grants)*

Dissertation Research • 2015 - 2017

Uncovered the ways that surgical teams overcome unavoidable dilemmas of asymmetric access implicit in cooperative work with mixed technologies • Tailored microethnographic methods to analyze speech in cooperative work • Identified a new category of cooperative mechanisms, the use of prosodic cues, used to overcome significant information asymmetries

Recent Talks

Whitworth, E., Cury, M. & Schuur, F. (2019). *Hybrid Methodology: Informing the Development of Context-Aware Personal Computing and Assistive Technologies*. EPIC, Providence.

Whitworth, E. & Einhorn, F. (2018) *Tonic Technology, Designing for the Senses*. SXSW, Austin.

Whitworth, E. & Mehus, S. (2017). *Microethnography: a UX research method for next wave technology*. Radical Research, Vancouver.