

EDUCATION

UNIVERSITY OF CALIFORNIA AT SAN DIEGO, SAN DIEGO, CA

expected May 2016

- Interaction Design Certificate

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL, CHAPEL HILL, NC

December 2015

- Ph.D., Information Science
 - Dissertation: “Engaged or Frustrated? Disambiguating Engagement and Frustration in Search”
 - supervised by Dr. Diane Kelly

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL, CHAPEL HILL, NC

May 2011

- Bachelor of Science in Information Science, Highest Honors
 - Honors Thesis: “Faceted Search Implementation on Mobile Devices”
- Bachelor of Arts in English

RESEARCH EXPERIENCE

INTEREST, ENGAGEMENT AND WORK TASKS, CHAPEL HILL, NC

March 2015 – July 2015

Project Lead

- Discovered inverse relationship between skin conductance and user engagement using multilevel modeling
- Developed cognitively complex search tasks designed to engage participants
- Collected skin conductance and heart rate as well as questionnaire data on engagement and frustration

QUERY INTERFACE DESIGN, STRESS & PERFORMANCE, CHAPEL HILL, NC

September 2013 – May 2014

Project Lead

- Discovered that participants experienced lower reported stress when using a slow-querying interface
- Developed 2x2 within-subjects study design; selected cognitively complex search tasks and prepared study questionnaires
- Collected galvanic skin response, heart rate, and electromyography data and performed data analysis using R

TASK COMPLEXITY AND SEARCH BEHAVIOR, CHAPEL HILL, NC

January - May 2012

Research Assistant

- Discovered that participants exhibit greater search behaviors during cognitively complex tasks
- Developed and evaluated search tasks with varying levels of cognitive complexity
- Created and implemented study design and performed data analysis using SPSS

VERTICAL INTERFACES AND SEARCH BEHAVIOR, CHAPEL HILL, NC

September – December 2012

Research Assistant

- Discovered distinct user preferences for search results when using verticals
- Generated interfaces for displaying vertical search results
- Led study participants; performed data analysis using SPSS

PROFESSIONAL EXPERIENCE

iBIBLIO, CHAPEL HILL, NC

March 2012 – December 2015

Systems Administrator

- Performed server updates, server maintenance, network protocol troubleshooting, and other system-infrastructure related tasks
- Completed total virtual infrastructure migration from VMWare to Ovirt and implemented IPv6 system-wide

SKILLS

- Experience using SPSS, SAS and R to perform statistical analyses such as mixed-effects multilevel models, ANOVA, t-tests, correlation, regression, and power analysis
- Trained in social science research design techniques such as questionnaires, surveys, interviews, experimental design, and content analysis
- Experience using remote testing and video software (Morae, Camtasia)
- Experience using wireframing technologies such as Balsamiq and Gliffy
- Experience using Linux, (Debian/RHEL derivatives), version control (Git), and some experience with Bash, Python, and JavaScript

SELECTED PUBLICATIONS

- Edwards, A., Kelly, D., and Azzopardi, L. (2015). The Impact of Query Interface Design on Stress, Workload and Performance. In *Advances in Information Retrieval*, 691-702. Springer International Publishing.