

SONALI R. MISHRA, PH.D.

UX RESEARCHER WITH PROFESSIONAL & ACADEMIC EXPERIENCE

ABOUT ME

I am a PhD User Experience Researcher with **both professional and academic experience**. I earned a master's degree in HCI in 2011, worked as a UX specialist (research and design) for a couple of years, got a PhD to get better at research, and now want an industry position as a UX Researcher. I specialize in **qualitative research** although I have **some experience with other methods**. I **conduct formative research, design, and evaluations** for a variety of systems that make life and work better for users, and I have forged collaborations with diverse stakeholders.

UX RESEARCH EXPERIENCE

User-Centered Design/Health Services Researcher (Postdoctoral Fellow) – *Seattle-Denver Center of Innovation, Health Services Research & Development, US Dept of Veterans Affairs, Seattle, WA*
SEPTEMBER 2020 - PRESENT

- Leading discovery research for the telehealth implementation of a novel treatment for Post-Traumatic Stress Disorder. Devised research strategy and identified research goals. Leading diverse team in planning and executing formative research to assess clinician and patient needs for telehealth implementation of the therapy in clinics across the country. *(ongoing)*
- Analyzing preliminary data from a prototype text message-based system to support mental health for post-partum users. Findings will elucidate design needs for remote postpartum mental health interventions. This work is being done as part of a team. *(ongoing)*

UX Research & Design / Governance Researcher – *Sage Bionetworks, Seattle, WA*

OCTOBER 2017 - DECEMBER 2017 / JANUARY 2020 - AUGUST 2020

- Worked twice at Sage Bionetworks: first as an intern on a mobile health project (2017), then as a researcher for a governance project (2020)
- Interviewed people with Parkinson's Disease and care partners (n=23) to inform prototype design of a symptom monitoring and disease management mobile application. Conducted formative interviews and prototype evaluation. (2017)
- Created initial design concepts for a mobile app for Parkinson's Disease to serve the needs of both users with Parkinson's and Sage research scientists. (2017)
- Conducted usability studies on Sage's electronic consent process for research studies and mocked up revisions to designs for electronic consent. (2017)
- Analyzed state public health agencies' online content about COVID-19 contact tracing. Identified strategies for improving communication about contact tracing to increase public compliance and reduce the spread of the disease. (2020)

Graduate Student Researcher (Human-Computer Interaction, User Experience) – *University of Washington School of Information, Seattle, WA*

FALL 2014 - DECEMBER 2019 (with one ongoing project)

- Identified new opportunities for technologies to promote exercise by conducting a survey on the affective benefits of physical activity (n=158). Translated findings into the design of text-message-based intervention. Conducting mixed-method micro-randomized trial and qualitative interviews to evaluate the efficacy and user experience of the intervention *(recruitment will start spring 2021)*.
- Conducted prototype study to identify UX design requirements for patient-facing technologies to improve patient safety and care quality in the hospital (n=25). Created theory-driven paper prototypes to motivate hospitalized patients to speak up about concerns and interviewed patients to discover user values and validate prototype concepts.
- Designed and led participatory design workshops and focus groups with patients and clinicians (n=30). Uncovered key challenges and user needs for patients communicating with clinicians about health data.

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CONTACT

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SKILLS

Research Methods:

qualitative interviews
usability studies
participatory design
focus groups
surveys
contextual inquiry
heuristic evaluation
task analysis
prototype testing
card sorting
cognitive walkthroughs
comparative analysis
experimental methods
(e.g., A/B Testing, micro-randomized trials)
qualitative analysis
web analytics *(e.g., Google Analytics)*
search query analysis
quantitative analysis
(frequentist statistics)

Design Tools:

sketch
figma
adobe creative suite
(indesign, photoshop, illustrator)
invision app
axure
omnigraffle
balsamiq

Programming Languages:

HTML
CSS

Natural Languages:

English (native), French (proficient), Hindi (beginner), German (beginner)

LEADERSHIP

CHI Conference 2021 –
Associate Chair, Fall 2020
- Winter 2021

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- Interviewed hospitalized patients and their families about their hospital experiences (n=48). Generated UX design recommendations for systems to support patients in understanding and participating in care.

UX Specialist (UX Research and Design) – University of Michigan Libraries, Ann Arbor, MI

JANUARY 2010 - JUNE 2014

- Led and collaborated in UX research to understand user needs for library sites and library-supported online services. Conducted research using a variety of methods including: user interviews, usability tests, search query classification, analysis of web analytics data, and observational research. Advocated for user needs with developers and other stakeholders.
- Designed several library interfaces, including a mobile website for HathiTrust Digital Library (an online book repository and reading interface with millions of visitors annually) and updated search interfaces for the library website and catalog to improve usability.
- Distilled research findings into personas for two separate systems (HathiTrust Digital Library, University of Michigan library site and catalog) to communicate findings to stakeholders.
- Evaluated library sites and online services for accessibility for visually impaired users.

UX Lead – Talking Points project, University of Michigan, Ann Arbor, MI

MAY 2010 - SEPTEMBER 2010

- Worked with colleagues to plan and execute UX research for an Android application providing indoor navigation for visually impaired users. Conducted usability evaluations of the prototype and assisted in running a Wizard-of-Oz deployment study.
- Translated research findings into design requirements and worked with development team to implement changes.
- Collaborated in reporting and publishing study findings.

UX Intern – Gale Cengage, Farmington Hills, MI

MAY 2010 - AUGUST 2010

- Conducted usability tests and heuristic evaluations of several different academic database products in agile software development environment.
- Translated findings into design recommendations and proposed updates to the interface to developers and other stakeholders.

EDUCATION

University of Washington, Seattle, WA – Ph.D. in Information Science

OCTOBER 2014 - DECEMBER 2019

Thesis: Designing Technologies to Support Patient Engagement in the Hospital

University of Michigan, Ann Arbor, MI – Master of Science in Information

SEPTEMBER 2009 - APRIL 2011

Specialization: Human-Computer Interaction

Honors & Awards: Sharon A. Hogan Endowed Merit Scholarship

University of Pennsylvania, Philadelphia, PA – Bachelor of Arts, Post-bac

SEPTEMBER 2002 - MAY 2006 (BA) | SEPTEMBER 2006 - MAY 2007 (POST-BAC)

Post-baccalaureate: Classics

Bachelor of Arts: Linguistics Major, French Minor

Honors & Awards: Summa cum Laude, Phi Beta Kappa, University Scholar, Dean's Scholar Award, Adolph C. Gorr Delta Phi Alpha prize, Dean's List

LEADERSHIP

CONTINUED

CHI Conference 2019 – Assistant to the Papers Chairs, Fall 2018

DUB Seminar Series – Student Coordinator, January 2018 - January 2019

TEACHING

Seminars in Biomedical and Health Informatics (BIME 591) – Course Creator & Teacher:

- Fall 2018 (“Write the Good Write”)
- Fall 2016 (“Trust and Distrust in the Doctor-Patient Relationship”)

Library Juice Academy – Online Course Creator & Teacher:

- April 2014 (“Universal Design”)
- Sept. 2013 (“Beyond Usability Testing”)

SELECTED

PUBLICATIONS

Supporting Coping with Parkinson's Disease Through Self-Tracking. Mishra et al. *CHI* 2019. (23.8% acceptance rate)

Supporting Collaborative Health Tracking in the Hospital: Patients' Perspectives.

Mishra et al. *CHI* 2018. (25.7% acceptance rate)