

MEIYUZI GAO

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EDUCATION

- 2014–2019 **Rice University**, Houston, TX
Ph.D.
Human Factors/Human-Computer Interaction (HF/HCI)
- 2009–2013 **Carleton College**, Northfield, MN
Bachelor of Arts in Psychology (Magna Cum Laude)

WORK EXPERIENCE

- 2019
May–Aug **Facebook Reality Labs**, Redmond, WA
Research Intern
- Run cognitive interviews and survey studies to validate a questionnaire for evaluating user experience in AR/VR
- 2018
May–Aug **Google**, Mountain View, CA
UX Researcher Intern
- Conducted a heuristic evaluation and a cognitive walkthrough on Google Contact's (GC) critical user journeys; reported usability issues to stakeholders
 - Evaluated 10 competitive/comparative contact management experiences to help stakeholders identify strategic opportunities of improving GC
 - Facilitated a usability study by revising the study plan, taking study notes, analyzing data, and providing design suggestions to stakeholders
- 2018–Present
Feb **Ghostly Dating Start-Up Project**, Houston, TX & Bay Area, CA
UX Researcher
- Leveraged multiple research methods to help stakeholders understand user behavior and user perception of dating apps; helped stakeholders brainstorm product concepts
- 2016–2017 **Fondren Library**, Rice University, Houston, TX
UX Researcher
- Conducted A/B testing on a website feature to help stakeholders make informed design decisions
 - Created a lab study plan for a web system and moderated 4 study sessions
 - Completed a heuristic evaluation on a mobile website and shared top-priority findings with stakeholders
- 2014–Present **Department of Psychology**, Rice University, Houston, TX
Graduate Teaching Assistant
- Facilitated professors in various tasks including teaching guest lectures, assessing students' course performance, mentoring students in course projects, and providing effective feedback to students

SELECTED PROJECTS

Rice University, Houston, TX

- 2017–2019/6/23 **Multi-Cultural Usability Assessment with System Usability Scale (SUS)**
Dissertation; Advisor: Dr. Philip Kortum
- Translated and evaluated the reliability and validity of SUS in six languages through expert interviews and online survey studies
- 2014–2017 **Methods of Assessing the Usability of Home Healthcare Devices**
Thesis; Advisor: Dr. Philip Kortum
- Compared efficiency, effectiveness, and satisfaction of medical devices collected in lab studies and via online surveys
- 2017 **Usability Evaluation of Portable Mug Rinsing Station**
- Conducted a heuristic evaluation to provide design suggestions to stakeholders
 - Leveraged Wizard of Oz technique in a summative usability test
- 2015 **User-Centered Design of An Automated Shopping Cart**
- Conducted ethnographic research to understand critical user journeys; strategized the product concept based on in a competitive analysis
 - Created a product prototype and ran a summative usability test

PUBLICATIONS & PROFESSIONAL MEMBERSHIP

- **Gao, M.**, & Kortum, P. (2017). Measuring the Usability of Home Healthcare Devices Using Retrospective Measures. In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting* (Vol. 61, No. 1, pp. 1281-1285). Sage CA: Los Angeles, CA: SAGE Publications.
- **Gao, M.**, & Kortum, P. (2015). The relationship between subjective and objective usability metrics for home healthcare devices. In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*(Vol. 59, No. 1, pp. 1001-1005). SAGE Publications.
- ACM Special Interest Group on Human-Computer
- Human Factors and Ergonomics Society
- User Experience Professionals Association

SKILLS & LANGUAGE PROFICIENCY

Research	Survey Design, Usability Testing, User Interview, Statistics, Data Visualization, Qualtrics
General Language	Python, SPSS, R Studio, Sketch, CogTool, GLEAN, Javascript, SQLite Chinese (Native), English (Fluent), Japanese (Limited Proficiency)