

Sanjana Gautam

INFORMATICS DOCTORAL STUDENT

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Summary

As a UX Researcher I am motivated by my quest to contribute to research concerning human behavioral dynamics through pervasive sensing, and in Human Agent Interaction. Highly skilled in collaboration and critical thinking, and passionate about using research methods to find impactful solutions for organizations.

Education

Pennsylvania State University

PHD IN INFORMATICS, UNDER THE ADVISEMENT OF DR. MARY BETH ROSSON

University Park, PA.

2019 - Present

Shiv Nadar University

B.TECH. IN COMPUTER SCIENCE AND ENGINEERING

Greater Noida, UP.

2015 - 2019

Industry Experience

Dataminr

RESEARCH INTERN, HAI

New York City, NY (Remote)

Sept 2022 - Dec 2022

- Successfully designed and executed two research studies, resulting in valuable insights for the organization.
- Played a pivotal role in driving projects related to Human-AI Innovation
- Collaborated effectively with the designers, providing comprehensive needs assessment reports to inform product development decisions
- Employed a range of user-centered methodologies, including think-aloud protocol, interviews, and diary studies

Dataminr

RESEARCH INTERN, HCI

New York City, NY (Remote)

Sept 2021 - Dec 2021

- As a qualitative researcher in the high-performing AI Engineering team, driving critical research initiatives and delivering valuable insights
- Skillfully designed, executed, and analyzed semi-structured interviews with diverse stakeholders
- Demonstrated expertise in designing and collecting survey data, employing advanced analytical techniques to summarize results and uncover meaningful patterns

Goldman Sachs

TECHNOLOGY STRATS INTERN

Bengaluru, India

Jan 2019 - May 2019

- Spearheaded the development of a cutting-edge, web-based microservices-driven payment control portal to replace legacy platform.
- Designed and developed an intuitive user interface for the web-based microservice, ensuring seamless functionality and an exceptional user experience.

Academic Experience

Pennsylvania State University

RESEARCH ASSISTANT, UNDER DR. PRASENJIT MITRA AND DR. MAHIR AKGUN

University Park, PA.

Jan 2022 - Dec 2022

- Conducted Expert Interviews to elicit expert opinion on challenges in the field of AI education
- Performed thematic analysis on the interview data
- Surveyed and cataloged literature in knowledge elicitation techniques

Pennsylvania State University

RESEARCH ASSISTANT, SCAN LAB

University Park, PA.

May 2020 - Dec 2021

- Worked in the **Supporting Civic Awareness Networks (SCAN)** Lab at Penn State
- Conducted and analysed user research on crisis response
- Utilised research methods like interviews, surveys and usability studies to test the design of a situational awareness tool
- Collaborated with cross-functional teams to identify research objectives
- Designed and developed the SCAN Lab website.

Pennsylvania State University

RESEARCHER, CIL

University Park, PA.

Aug 2019 - Present

- Currently a part of the **Collaboration and Innovation Lab**
- Planned research projects centered around peer-based adaptive learning, from participant recruitment, screening, scheduling to designing study plans
- Lead user initiative to understand user requirements and inform product development strategies for a cross-functional team
- Managed research projects from scoping phase, method creation, analysis and result summarization
- Evaluating design implications that originate from a geographically distributed community.

- Worked on the statistical analysis of educational YouTube channel.
- Used R and Python to extract user patterns from the dataset provided by YouTube to channel owners.

Honors & Awards

2020	Robert Graham Endowment Graduate Fellow , Pennsylvania State University	State College
2019	Robert Graham Endowment Graduate Fellow , Pennsylvania State University	State College
2015	Undergraduate Scholar (Tuition Waiver) , Shiv Nadar University	Greater Noida
2013	National Talent Search Scholar , Government of India	New Delhi

Professional Services

ACM Conferences

Pennsylvania State University

STUDENT VOLUNTEER AND REVIEWER

2020-2023

- Student volunteer at CSCW 2020, CSCW 2021, CSCW 2022 and UbiComp 2021
- It was an enriching experience coordinating and organizing paper sessions item Reviewed papers for various conferences and journals including CHI, CSCW, ISCRAM, IUI and Elsevier.

Graduate Student Organization College of Information Sciences and Technology

Pennsylvania State University

PRESIDENT

2020-2021

- Organizing talks, social events and hackathons.
- To facilitate social, as well as intellectual, peer-to-peer connections here at IST.

HackData- The Data Science Hackathon

Shiv Nadar University

CO-ORGANIZER

Feb 2018

- Co-organized HackData in Shiv Nadar University, Greater Noida. Pan-India participation of > 200 students.

SNU ACM-W Chapter

Shiv Nadar University

CHAIR

Nov. 2017 - Nov. 2018

- (Association for Computing Machinery - Women) Organized tutorials, talks and workshops to promote the presence of women in technology, as part as the founding committee of the SNU ACM-W Chapter

Publications

- **Gautam, S.**, Rosson, M.B. (2023) and Akgun, M. Designing a Research Test-bed for Adaptive Learning Systems that Integrates Metacognition and Social Constructivism. **(Accepted, CHI LBW 2023)**
- Venkit, P. N., **Gautam, S.**, Panchanadikar, R., and Wilson, S. (2023). Nationality Bias in Text Generation. arXiv preprint arXiv:2302.02463. **(Accepted, EACL 2023)**
- **Gautam, S.**, Akgun, M., and Mitra, P. (2022, March). Exploring the challenges of AI experts to inform AI curriculum. In Proceedings of the 54th ACM Technical Symposium on Computer Science Education V. 2 (pp. 1338-1338).
- Grace, R., **Gautam, S.**, and Tapia, A. (2022). Continuity planning for public health crises: Designing workplace redundancies for organizational resilience. Journal of Emergency Management. **(In Press)**
- Romera, G., & **Gautam, S.** (2022) Parler, Capitol Riots, Alt-Right and Radicalization in Social Media. ISCRAM Asia Pacific Conference 2022. **(Accepted, in press Nov 2022)**
- Grace, R., **Gautam, S.**, and Tapia, A. (2022). Continuity planning in Public-Safety Answering Points during the COVID-19 pandemic. In Proceedings of the Information Systems for Crisis Response and Management (ISCRAM) Asia Pacific Conference (pp. 173-180). Melbourne, Australia.
- Romera, G., **Gautam, S.** & Tapia, A. Understanding Twitter's behavior during the pandemic: Fake News and Fear, Poster at ISCRAM 2021
- **Gautam, S.**, & Rosson, M.B. (2020).. Exploring Feelings of Student Community across a Geographically Distributed University. Proceedings of the ACM on Human-Computer Interaction, 5(CSCW1), 1-16.
- Saurabh, S.,& **Gautam, S.** (2019). Modelling and statistical analysis of YouTube's educational videos: A channel Owner's perspective. Computers Education, 128, 145-158.