# Lucy Jiang-Lape

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## INTRO

With 6 year experience in Human-Computer Interaction and Human-In-The-Loop AI, I specialize in research, design, and development of SAAS and machine learning driven products, particularly combining human and artificial intelligence to drive company revenue.

## EDUCATION

**University of Michigan - Ann Arbor, MI**                                       Aug 2016 - April 2019
Ph.D. in Human-Computer Interaction (Exited the program to join startups)

**University of Michigan - Ann Arbor, MI**                                        Aug 2016 - Aug 2018
M.S. in Computer Science

**Miami University - Oxford, OH**                                                       Aug 2011 - May 2016
B.S. in Computer Science & Psychology

## WORK EXPERIENCE

**Robin Healthcare, Berkeley, CA**                                                    July 2021 - Present
*UX Researcher*

· Plan and lead product transition to improve human-in-the-loop pipeline performance and reduce the cost
· Conduct problem investigation, concept testing, usability testing, and post-release studies for product improvements (e.g., increase usability rating for a scribe training app by 50 %)
· Conduct user interview, surveys, contextual inquiry, and statistical analysis to identify business weaknesses and recommend improvements (e.g., increase scribe candidate show up rate by 66 %)
· Create, manage, and share UX research insights and artifacts (e.g., personas, journey maps) on Dovetail to improve information accessibility and team collaboration
· Standardize product development processes to reach team consensus, prevent resource waste, and achieve successful product releases on time
· Provide design and product management feedback to junior UI designers and product managers

**UX Consulting**                                                                             May 2021 - Present
*UX Consultant*

· Agentero - Plan and conduct UX research to identify problems and verify solutions, provide feedback on UI design

**GroundSpeed Analytics, Ann Arbor, MI**                                        May 2019 - May 2021
*UX Researcher & Designer*

· Researched and redesigned a human-in-the-loop data annotation pipeline, reduced task completion time and human resource cost, enabled automation, and led to a successful series-C fundraising
· Researched, designed, tested, and delivered a product visualization web app within 4 weeks, successfully driving sales and leading to big contracts with clients
· Conducted contextual inquiry & interviews & surveys to identify businesses weaknesses and user pain points, then create personas, journey maps, and product initiatives
· Hired and supervised a junior UI designer for UI design
· Created product design guidelines and widget libraries
· Created a 4-step software QA & release strategy, reduced software rollback rate
· Created product requirements, user stories, and acceptance criteria

**University of Michigan, Ann Arbor, MI**                                        Aug 2016 - May 2019
*Ph.D. Researcher for Human-machine Hybrid Intelligence*

· Researched and design human-in-the-loop workflows to collect high-quality natural language data to train and test conversational systems
· Implemented web systems according to those workflows, deployed them to Amazon Mechanical Turk, and collected 82,094 data points

**IBM-Almaden, San Jose, CA**                                                    May 2018 - Dec 2018
*PhD Researcher Intern*

· Researched and invented a more efficient data collection system that collects high-quality semantic role labels as training data for conversational systems from non-expert annotators
· Deployed the system on Amazon Mechanical Turk to collect 46,967 data points

## SKILLS

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|---|---|
| **Research:** | Contextual Inquiry, Survey, Interview, Focus Group Discussion, Statistical Analysis |
| **Design:** | Axure, Figma |
| **Statistics:** | SPSS, R |
| **Programming:** | Python, PHP, SQL, Javascript |