

ELLIE HARMON

+1 415 658 1916 | ellie@ellieharmon.com | Portland, OR, USA
ellieharmon.com | linkedin.com/in/ellieharmon

RESEARCHER + ANALYST + USER ADVOCATE

PRINCIPAL RESEARCHER – 2016-PRESENT

ENCOUNTERING TECH, LLC, PORTLAND, OR

- ◆ Technical lead for re-design and overhaul of faircrowd.work website: clarified goals of international group of stakeholders; site UX design; hired and managed visual design consultant; implemented custom Wordpress theme
- ◆ Content development: market research about online work platforms; designed, deployed, and analyzed survey of over 200 crowdworkers
- ◆ Invited speaker at VA Tech and the International Labour Organization

RESEARCH ASSOCIATE – 2015-2016

PHILANTHROPIC INFORMATICS RESEARCH LAB, UNIV. COLORADO BOULDER

- ◆ Over a 10-month period, contributed to five research projects (team lead for two projects), resulting in five accepted papers at top tier HCI conferences.
- ◆ Lead organizer of internationally-attended "Designing Against the Status Quo" workshop at 2016 Designing Interactive Systems conference

ETHNOGRAPHER – 2012-2015

INTEL SCIENCE & TECHNOLOGY CENTER FOR SOCIAL COMPUTING, UC IRVINE

- ◆ Conducted ethnographies of mobile IT in corporate offices, private homes, and with backpackers: resulted in 10 invited talks, 2 papers, 1 book chapter
- ◆ Invited participant at Ethnographic Praxis in Industry Conference (EPIC)

RESEARCH CONSULTANT – 2014

INTEL LABS

- ◆ Market intelligence research about emerging mindfulness and IT sector; wrote report summarizing key trends and central players

RESEARCHER-DESIGNER – 2013-2014

DIRT: BIOGEOGRAPHY OF THE PACIFIC CREST TRAIL

- ◆ Co-authored successful funding proposal for \$7,500 grant from the University of California Institute for Research in the Arts
- ◆ Learned to extract RNA from soil samples and process 16S sequence data
- ◆ Designed and implemented new data visualizations for genetic data. See: dirtmap.org and github.com/el-ee/dirt-map
- ◆ Co-produced exhibit for UCLA Art+Science Center (2014)

INSTRUCTOR – 2014

UCI: INTRO TO HUMAN COMPUTER INTERACTION

- ◆ Designed and taught new project-based course; supervised two TAs

USER SUPPORT ENGINEER – 2009-2010

TELLME NETWORKS / MICROSOFT

- ◆ Developed new internal communication practices to share user support insights beyond customer service: wrote weekly reports for product managers; brought customer stories into UX design and strategy teams
- ◆ Created documentation and guide for on-boarding new support staff

HELP DESK CLERK – 2009

US CENSUS, SAN FRANCISCO OFFICE

- ◆ Diagnosed memory issues and helped institute rebooting routines to mitigate software problems with new handheld computing devices in the field

DESIGNER – 2007-2008

SERET & SONS

- ◆ Designed custom furniture and textiles + advertisements and sales brochures
- ◆ Facilitated successful communication between clients, sales team, and craftsmen to deliver custom pieces on time and to designed specifications

Combining a strong technical background with research training in anthropology, I develop new insights about the current realities – and possible futures – of user experience.

DOMAIN EXPERIENCE

Crowdwork	Biomedicine & Bioinformatics
Work Life Balance	The Hospitality Industry
Mobile User Experiences	Families & Homes
Metrics, Monitoring & Evaluation	Philanthropy
Digital Disconnection & Unplugging	Nature

SKILLS + TOOLS

Ethnography + Fieldwork	Microsoft Office Suite
Discourse Analysis	D3.js + Chart.js + R
Interviews	HTML + S/CSS
Surveys	OmniGraffle
Diary Studies	MaxQDA + Nvivo
Experience Mapping	Adobe Creative Suite

EDUCATION

PHD – UC IRVINE – 2015

Information and Computer Science

MS – GA TECH – 2007

Human-Computer Interaction

BS – GA TECH – 2004

Computer Science, *highest honors*

Minors: Sociology; Cognitive Science

SELECTED PUBLICATIONS

Ellie Harmon, Chris Bopp, & Amy Volda. The Design Fictions of Philanthropic IT. *CHI* 2017.

Lynn Dombrowski, Ellie Harmon, & Sarah Fox. Social Justice-Oriented Interaction Design. *DIS* 2016. ★

Ellie Harmon & Melissa Mazmanian. Stories of the Smartphone in Everyday Discourse. *CHI* 2013. ☆

Amy Volda, Ellie Harmon, & Ban Al-Ani. Bridging Between Organizations & the Public. *CHI* 2012. ☆

Ellie Harmon. Edit-work: promoting interdisciplinary conversation within flagship journals. *Am Anth* 2012.

Amy Volda, Ellie Harmon, & Ban Al-Ani. Homebrew Databases. *CHI* 2011. ☆

★ Best Paper Award – ☆ Best Paper Honorable Mention

SELECTED ACCOMPLISHMENTS

Assoc Chair, Designing Interactive Systems – 2016

Pacific Crest Trail Thru-Hike (2,650 mi) – 2013

Dean's Fellowship, UCI, 2009-2013

Appalachian Trail Thru-Hike (2,176 mi) – 2008