ELLIE HARMON

ETHNOGRAPHER + CURIOUS TECHNOLOGIST

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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

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

✦ Ethnography 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
UC IRVINE: INTRO TO HUMAN COMPUTER INTERACTION

✦ Transformed textbook and exam centric course into a project-based human-centered design course; Taught 113 students; Supervised 2 assistants.

USER SUPPORT ENGINEER – 2009-2010
TELLME NETWORKS / MICROSOFT

✦ Developed new internal communication practices to share user support insights beyond customer service: delivered brief weekly reports to 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, textiles, advertisements and sales brochures

✦ Facilitated successful communication between clients, sales team, and craftsmen to deliver custom pieces on time and to designed specifications

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Combining a strong technical background with training in anthropology, I develop new insights about the current realities – and possible futures – of human encounters with design and technology.

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
Department of Informatics

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 Voida. 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 Voida, 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 Voida, 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