BEX MICHELSON

APPLIED RESEARCH AND DESIGN

rebecca.michelson@gmail.com / www.rebeccamichelson.io / Bay Area, CA

EDUCATION

Master of Science
Human Centered Design & Engineering (HCDE)
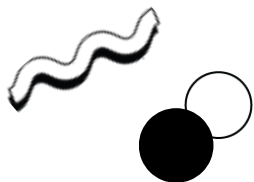*University of Washington*
June 2021
PhD Candidate | Google Scholar

Bachelor of Arts
Cultural Anthropology
University of California,

SKILLS

Learning & Development
Knowledge Management
Workshop Facilitation
Stakeholder Mapping
Qualitative Research
Project Management
Contextual Inquiry
Capacity-building
Usability Testing
Concept Testing
Russian (fluent)
Service Design
Interviewing
Ethnography
Diary Studies
Focus Groups

SUMMARY

Community-minded researcher and experienced project manager with expertise in qualitative research and service design. Driven to connect impactful insights, operational excellence and strategy to support impactful and visionary projects.

WORK EXPERIENCE

Senior Qualitative Researcher
Code for America | June 2022- present

- **Research Lead** facilitating mixed methods projects with cross-functional product teams for client-centric solutions in various state contexts: CT, NM, GA, and NY. Products range from texting systems to websites and chatbots.
- **Co-facilitated** team-building and knowledge-area specific multi-day workshops. Including: curated strategy and skill-building workshops for "Experience Team Camp" (for a team of ~50 designers, researchers, and client success advocates).
- **Organized** and led a 2.5-day organizational workshop designed to enhance foundational understanding of social safety net renewals, featuring cross-functional lightning talks and experiential sessions.
- Served on working groups that defined **new frameworks for measuring and communicating impact across diverse project portfolios,** reflecting a commitment to systems change and operational excellence.
- **Revamped knowledge management resources,** producing in-depth articles and research operations tools that supported ongoing learning and collaboration in public sector innovation

PhD Candidate / Researcher
University of Washington, HCDE | September 2019- June 2022

- Facilitating **interviews, data analysis, report writing and prototype iterations** on the topic of conversational agents and families with the User Empowerment Lab team. Co-published a paper with design recommendations for Alexa skills to support socio-emotional learning for families.
- Led a **10 week, NSF-funded, remote co-design study** on technologies that support parents during the pandemic, using the **Asynchronous Remote Communities** method. Published findings on design recommendations

UX RESEARCHER (INTERN)
Meta | June 2021- September 2021

- Designed and facilitated **interview and heuristics evaluation studies** intended to understand user behavior and attitudes toward chatbots, for small-medium sized businesses and presented recommendations for design

REBECCA MICHELSON

APPLIED RESEARCH AND DESIGN

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DESIGN RESEARCHER

Freelance | June 2014- June 2022

- **Led research studies fo**r tool development for human rights investigators with the Global Rights Compliance.
- Conducting **systems mapping** of housing and eviction laws for Justice for All Michigan (funded by Pew Research) to find intervention points.

DESIGN RESEARCHER

Foundation Medicine | September 2018- May 2019

- Led **exploratory research and service design blueprinting** project for cross-departmental strategic development.
- Informed design solutions and marketing materials with **mixed methods research and usability testing.** Collaborated with designers, PMs, and developers to prioritize user perspectives in design decisions.

PROJECT MANAGER AND RESEARCHER

The Engagement Lab at Emerson College | June 2014 - July 2018

- **Strategically managed large-scale stakeholder engagement** for the 2018 "Make the Breast Pump Not Suck" Hackathon and Policy Summit at the MIT Media Lab while managing the $750,000 budget.
- **Co-facilitated an "Equity By Design" training** at the event and managed the nationwide Community Innovation Team program, which included design-thinking trainings, monthly cohort calls, and mentorship matching.
- **Conducted interviews and data analysis** for the, "Speaking Our Truths: 27 Stories of What It's Really Like to Breastfeed and Pump in the United States" publication. Coordinated interviewees to speak on a live panel.
- **Facilitated workshops with design-thinking methodologies on public engagement** for dozens of NGOs such as Greenpeace, Boston Public Schools, and the The Mayor's Office of New Urban Mechanics (MONUM).
- **Consulted 5 city teams over 18-months on innovative strategies** to engage lower income residents through the City Accelerator, funded by Living Cities and the Citi Foundation.
  - Coordinated monthly calls and quarterly in-person convenings with city teams as they developed programs. tools, and databases for improving public engagement.
- Project managed the development of the @Stake role-playing card game for building public deliberation skills during 6 Participatory Budgeting meetings in New York City.

SELECTED WRITING

- Michelson, Rebecca, et al. "Parenting in a Pandemic: Juggling Multiple Roles and Managing Technology Use in Family Life During COVID-19" ACM on Human-Computer Interaction, CSCW (2021)
- D'Ignazio, Catherine, et al. "A Feminist HCI Approach to Designing Postpartum Technologies: "When I first saw a breast pump I was wondering if it was a joke". CHI Conference on Human Factors in Computing Systems. (2016)

SELECTED WORKSHOPS

Facilitator, Design-Thinking Workshop, Global Nursing Caucus	Boston, MA	Oct. '17
Facilitator, Hackathon	Chatter (for Autism Technologies)	Boston, MA	June '17
Facilitator, Workshop	Summit on Government Performance & Innovation	Phoenix, AZ	May '17
Facilitator, Emerging Citizens Workshop	National Media Literacy Week	Boston, MA	Nov. '16
Facilitator, Charting the Course for Public Engagement	Code for America	Oakland, CA	Nov. '16
Facilitator, Social Movements + Global Campaigns Design Workshop	Boston, MA	June '16