GRACE GASPARDO

UX RESEARCHER

grace@gaspardo.io ● http://gaspardo.io
LinkedIn

A qualitative researcher with a background in human-computer interaction and linguistics. I bring a user-centered approach and a thoughtful eye to the ways in which people engage with technology. My experience as a linguist has equipped me to evaluate language critically and identify patterns in data, and that experience and perspective continues to inform my work as a user researcher.

PROFESSIONAL EXPERIENCE

Volunteer UX Specialist, *PopSign*   Dec 2023 - *Present*
Volunteering to support Georgia Tech faculty and students working on American Sign Language learning games; identifying opportunities for further user experience (UX) and HCI research and prioritizing them for student work; evaluating designs based on UX heuristics and the interactions between the sign recognizer, signs, and user interactions; wireframing.

Linguist, *Freelance*   Dec 2023 - *Present*
Providing linguistic expertise and analysis to support natural language processing (NLP) projects.

UX Researcher, *Satellite.im*   June 2022 - Sept 2022
Established and documented UX research standards, ethics, and processes to reflect company priorities on user privacy; planned generative and evaluative research studies; crafted proposals, protocols, consent/assent forms, and other templates and materials for research studies; wrote and assembled introductory materials about UX research for new team members and non-UX employees; established relationships with vendors; lead marketing research and strategy efforts and contributed to branding strategy.

Linguist, *Telus International*   Dec 2021 - May 2022
Developed and evaluated natural language data sets to improve machine learning systems that provide writing feedback with a focus on tone, style, and grammaticality.

Linguist, *Appen*   Feb 2018 – Feb 2021
Supported NLP systems through analyzing and synthesizing natural language data; revised linguistic annotation documentation for use by non-linguist annotators.

Junior Linguist, *Adecco at Google*   June 2015 – May 2017
Provided linguistic expertise to support Google's NLP teams and systems; wrote response templates for the Google Assistant and configured them for implementation; tested supported functions and outputs of the Google Assistant to ensure quality of response; contributed to and maintained documentation on annotation practices to ensure consistency among linguists; trained new-hire linguists on annotation tasks and provided feedback on their work; collaborated with software engineers on ongoing and experimental annotation projects and annotation UI optimization.

EDUCATION

Georgia Institute of Technology   May 2020
Master of Science, Human Computer Interaction

University of California, Los Angeles   June 2014
Bachelor of Arts, Linguistics

SELECTED PROJECTS

Probing for Feedback: Probes designed and deployed as a method for gathering feedback on exhibits for the Children's Museum of Atlanta

Lightning: An app designed to increase transparency between The Home Depot store employees and merchandising teams.

SKILLS

Research: interviews, surveys, contextual inquiry, observations, content analysis, heuristic evaluation, usability testing, literature review, affinity mapping, probes, card sorts, JTBD

Design: sketches, storyboards, wireframes, prototypes, illustrations

Tools: Figma, Miro, Adobe CC, Qualtrics, Google Workspace, Microsoft Office, JIRA, Asana, Notion, R, Arduino, LaTeX

Soft Skills: attention to detail, proofreading and editing, written communication, collaboration, interdisciplinary problem solving