

SHARON BANH

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EDUCATION

M.S. Human Computer Interaction

Georgia Institute of Technology
AUGUST 2021-MAY 2023 (EXPECTED)

B.S. Cognitive Science, Specialization in Design & Interaction

University of California San Diego
SEPTEMBER 2017- JUNE 2021

National University of Singapore

JANUARY 2020 - MAY 2020

EXPERIENCE

Product/UX Intern, [PredictAP Inc.](#)

Remote || APRIL 2021 - PRESENT

- Coordinating with product, engineering, customer success executives and founders to assess and balance user needs, technical constraints, and business objectives.
- Identifying research insights from contextual interviews, focus groups, and usability tests to inform design decisions for our cloud-based accounts payable (AP) automation platform.
- Develop high-fidelity interactive prototypes to test with our end-users, AP specialists, to gain accurate and actionable feedback.

UX Research Intern, [HIA Technologies Inc.](#)

Pasadena, CA || OCTOBER 2018 - OCTOBER 2019

- Spearheaded the development of the natural language dialogue content for HIA's AI-driven virtual humans which resulted in launching the first beta version in less than 2 months.
- Organized and led interviews and surveys with both clients and real users to create user personas and determine user needs.

Research Assistant, [Healthcare Robotics Lab](#)

San Diego, CA || AUGUST 2020 - OCTOBER 2021

- Compiled key findings from literature reviews on reinforcement learning and user interfaces for older adults.
- Generated research roadmap for a tablet-based robot for post-stroke gait rehabilitation.
- Produced recommendations and guidelines for ethical design of robotics for people with mild cognitive impairment.

Research Assistant, [USC's Neural Plasticity & Neurorehabilitation Lab](#)

Los Angeles, CA || JUNE 2019 - SEPTEMBER 2019

- Designed and developed MATLAB programs for EMG signal analysis and created effective data graphs to further research development.

SKILLS

Research

Usability Testing with Prototypes
Design & Lead Interviews
Survey Design
In-Person/Remote Research
Competitive Analysis
Participant Recruitment
Ethnography

Design

Information Architecture
Rapid Prototyping
Build Design Systems

Tools

Surveys: Qualtrics, Google Surveys
Design: Figma, Framer
Management: JIRA, Confluence
Programming: Java, Matlab, Python
Collaboration: Miro, Mural, Slack

Certifications

IBM Enterprise Design
Thinking Practitioner

State Seal of Bilingualism in
Spanish and Chinese

ORGANIZATIONS

Women in Computing

Encouraged female presence in technology by supporting career development for 15+ students

UX Research & Strategy

Growing the community of UX Research. Sharing knowledge and exploring new ideas.

Atlanta Run Club

Building an inclusive running community that supports local businesses and nonprofits