

# DAVID RANDALL

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## Professional Summary

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Graduating PhD, returning to the UK. 6+ year of experience conducting user research, utilising a wide variety of research methods. Experienced in multiple data collection and analysis techniques, with an excellent record of successfully conducting multiple research projects simultaneously. Able to quickly adapt to changing situations and priorities, with experience leading projects in both academic and professional environments.

## Education

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<b>University of Washington Information School</b> , Seattle, WA	2011 - 2018
<i>Ph.D. Information Science</i>	
<i>MS Information Science - 3.89 GPA</i>	(2014)
<b>London School of Economics &amp; Political Science</b> , London, UK	2009 - 2010
<i>MSc Analysis, Design &amp; Management of Information Systems - Distinction</i>	
<b>University of Hertfordshire</b> , Hatfield, UK	2004 - 2008
<i>BSc (Hons) Computing with a year in North America - First Class</i>	

## UX Methods

- Usability Testing
- Personas & Scenarios
- Card Sorting
- Survey Design
- Ethnography
- Data Analysis
- Heuristic Evaluation
- Contextual Inquiry

## Software

- Atlas.Ti
- Adobe Photoshop
- Microsoft Office

## Programming

- Java
- HTML, CSS

## Employment History

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<b>Google</b>	Summer 2016
User Experience Research Intern, YouTube	San Bruno, CA
<ul style="list-style-type: none"><li>• Oversaw the creation of a library of research activities for YouTube employees to deploy at large community and creator events. This allowed UX researchers to perform wide-spread, distributed research which would not otherwise be possible, and enabled employees to learn more about the audience they are building products &amp; services for.</li><li>• Formulated results from field deployment of research activities into a research report, conducting debrief sessions with participants who attended a creator event. Following this I used those insights to iterate through the activities &amp; make improvements, before piloting the activities again later in the summer.</li><li>• Conducted 2 additional research studies utilising more informal research techniques, including internal intercept studies.</li><li>• Offered a return internship position based on my outstanding performance.</li></ul>	
<b>Amazon.com</b>	Summer 2015
User Experience Research Intern, Amazon Web Services	Seattle, WA
<ul style="list-style-type: none"><li>• Independently designed &amp; conducted three usability studies over 12 weeks. This resulted in the creation of detailed research reports with actionable feedback which were presented to relevant teams.</li><li>• Studies included the use of remote usability lab studies, diary studies, and qualitative interviews.</li><li>• Coordinated with other related business units to create a new process for the recruitment of study participants</li><li>• Created a new process for tracking issues discovered in usability studies, this involved building a new tool to import issues from research reports and enter them into a customised central issue tracking system.</li><li>• Offered a return internship position based on my outstanding performance.</li></ul>	

## University of Washington, Information School

Teaching Assistant

2011-2018

Seattle, WA

- Led lab sections in both undergraduate and graduate level systems design classes, using practical approaches to both reinforce concepts from lecture and teach new design methods.
- Created curriculum for undergraduate lab sections, designing in-class activities and assignments.
- Administered running of undergraduate introductory informatics class, oversaw distribution of course materials, grading, and supervised and coordinated several undergraduate TAs.

## University of Washington, Department of Human Centered Design and Engineering

Research Assistant - NSF Award [OCI-1220269](#)

2013-2015

Seattle, WA

- Formulated research questions, identified venues and methods for conducting research, interviewed individuals, and conducted data collection as part of a multi-year cyber-infrastructure project.
- Qualitatively analysed and coded this data while maintaining validity and reliability, and wrote up results into original, published, peer-reviewed research.

## TNT Express ICS

Service Assurance Analyst

2008-2009

Atherstone, UK

- Monitored and administered company's software testing environments.
- Managed company's Disaster Recovery (DR) and Business Continuity efforts.
- Oversaw company-wide project identifying levels of site resilience and shortfalls for nearly 2000 locations worldwide including detecting potential issues with major data centre locations.

## Publications

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### Peer-Reviewed Journal Articles

Davis, K., **Randall, D.P.**, Ambrose, A., & Orand, M. (2015). "I was bullied too": Stories of bullying and coping in an online community. *Information, Communication, and Society* 18.08.

**Randall, D.P.** (2011). Ten Red Balloons: Virtual Teams and Online Communities – a Test of Media Synchronicity Theory. *iSChannel*, 6(2), pp. 13-21.

### Peer-Reviewed Papers

Evans, S., Davis, K., Evans, A., Campbell, J., **Randall, D.P.**, Yin, K., & Aragon, C (2017) More Than Peer Production: Fanfiction Communities as Sites of Distributed Mentoring Communities *Proceedings of the 20th ACM Conference on Computer Supported Cooperative Work & Social Computing. ACM, 2017*

Campbell, J., Aragon, C., Davis, K., Evans, S., Evans, A., **Randall, D.P.** (2016) Thousands of Positive Reviews: Distributed Mentoring in Online Fan Communities *Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work & Social Computing. ACM, 2016.*

**Randall, D.P.**, Diamant, E.I., Lee, C.P. (2015) Creating Sustainable Cyberinfrastructures *Proceedings of the 33rd annual ACM conference on Human Factors in Computing Systems. ACM, 2015.* [23% acceptance rate]

**Randall, D.P.** & Newell, B.C. (2014) The Panoptic Librarian: The Role of Video Surveillance in the Modern Public Library *iConference 2014 Berlin, Germany*

Newell, B.C. & **Randall, D. P.** (2013). A Retreat from the Panoptic: One Public Library's Experience with Video Surveillance. *iConference 2013 Special Workshop on Information Privacy*

Newell, B.C. & **Randall, D. P.** (2013). Video Surveillance in Public Libraries: a Case of Unintended Consequences? *Proceedings of the 46<sup>th</sup> Annual Hawaii International Conference on System Sciences (HICSS).*

### **Peer-Reviewed Conference Presentations**

Evans, S., Campbell, J., Davis, K., Evans, A., **Randall, D.P.**, and Aragon, C. (2015, November). Writing within community: How mentoring works in online fan fiction. Paper presented at the annual Young Adult Library Services Association (YALSA) Young Adult Services Symposium, Portland, Oregon.

Davis, K., Campbell, J., Evans, A., **Randall, D.P.**, Evans, S., and Aragon, C. (2015, June). Distributed mentoring in online fan fiction communities: Promoting equity, access, and openness in learning. Presentation to be given at the annual meeting of the Digital Media and Learning Conference, Los Angeles, CA. [25% acceptance rate]

### **Teaching Appointments**

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#### **University of Washington, Information School – Teaching Assistant**

- INFO 200: Intellectual Foundations of Informatics (Winter 2012, 2013. Spring 2015)
- INFO 360: Design Thinking (Fall 2011, 2012, 2013, 2015)
- INFO 380: Information Systems Analysis & Design (Winter 2018)
- IMT 540: Design Methods for Interaction & Systems (Fall 2012)
- IMT 570: Analytic Methods for Information Professionals (Spring 2013)
- INFX 595: Masters of Information Management Capstone (Winter & Spring 2016, 2017)

### **Invited Guest Lectures**

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**Randall D. P.** (2015, May) *Intellectual Property Rights*

Guest Lecture in INFO 200 – Intellectual Foundations of Informatics. Information School, University of Washington

**Randall D.P.** (2013, February) *Trust in Collaboration / Privilege Granting*

Guest Lecture in INFO 447 – Computer Support Cooperative Work. Information School, University of Washington

**Randall D.P.** (2012, November) *Task Analysis and User Testing*

Guest Lecture in IMT 540 – Design Methods for Interactive Systems. Information School, University of Washington

**Randall D.P.** (2012, October) *Scenario Design, Prototyping / Sketching and Storyboarding / Design Patterns*

Guest Lecture in INFO 360 – Design Thinking. Information School, University of Washington

### **Honors and Awards**

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2016 **iFellows Doctoral Fellowship**, *Andrew W. Mellon Foundation*

2013 **Fellow of the Royal Society of Arts**, *The Royal Society of Arts*

2012 **UW Graduate School Fellowship**, *University of Washington*

2011 **Fulbright Postgraduate Scholarship**, *US Department of State*

2009 **Christina & Alan MacDonald Graduate Scholarship**, *London School of Economics*

2007 **Departmental Award for Outstanding Achievement**, *University of Hertfordshire*

### **Extra-Curricular Activities**

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**Foundation for International Understanding Through Students (FIUTS)** 2011 – 2016  
Student Volunteer & Activity Leader

**AU: Speculative Fiction Journal**, University of Washington 2011 – 2014  
Editor-in-Chief

**Clare Market Review**, London School of Economics 2009 – 2010  
Copy Editor

**University of Hertfordshire** Hatfield, UK 2007-2008  
International Student Mentor