

DAVID RANDALL

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Professional Summary

An Information Science PhD candidate with over 5 years of experience conducting user research, utilizing both qualitative and quantitative 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

University of Washington Information School , Seattle, WA	2011 - Present
<i>Ph.D. Information Science</i>	
<i>MS Information Science</i>	2014
London School of Economics & Political Science , London, UK	2009 - 2010
<i>MSc Analysis, Design & Management of Information Systems - Distinction</i>	
University of Hertfordshire , 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

Google	Summer 2016
User Experience Research Intern, YouTube	San Bruno, CA
<ul style="list-style-type: none">• Oversaw the creation of a library of research activities that user experience researchers could deploy for YouTube employees to perform at large community and creator events, such as VidCon. Thus allowing for wide distributed researcher not otherwise possible, but also for employees to learn more about the audience they are building for.• Formulated results from field deployment of research kit into a full research report, conducting debrief sessions with participants who attended a creator event, then used those insights to both write the report and also to iterate through the kit to make improvements, before piloting it again later in the summer.• Conducted 2 additional research studies, utilizing more informal research techniques, including internal intercept studies.	
Amazon.com	Summer 2015
User Experience Research Intern, Amazon Web Services	Seattle, WA
<ul style="list-style-type: none">• Independently designed, conducted and analyzed the results of three usability studies over 12 weeks. This resulted in the creation of detailed reports with actionable feedback which was presented to relevant teams.• Studies included the use of remote usability lab studies, diary studies and qualitative interviews.• Coordinated with other related business units to create a new process for the recruitment of study participants• Created new process for tracking issues discovered in usability studies, built new tool to import issues from research reports and enter them into a customized central issue tracking system.• Offered a return internship position based on my outstanding performance.	
University of Washington, Information School	2011-Present
Teaching Assistant	Seattle, WA

- Led lab sections in both undergraduate and graduate level systems design classes, used 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.
- Regularly taught in lecture as both a guest speaker and to cover instructor absence.

University of Washington, Department of Human Centered Design and Engineering

2013-2015

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

Seattle, WA

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

TNT Express ICS

2008-2009

Service Assurance Analyst

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 center locations.

Publications

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 (Forthcoming) 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). Video Surveillance in Public Libraries: a Case of Unintended Consequences? *Proceedings of the 46th 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 to be 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]

Workshop Papers

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*

Teaching Appointments

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)
- 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)

Invited Guest Lectures

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

- 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

- Foundation for International Understanding Through Students (FIUTS)** 2011 – Present
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