

# CAROLINE FOSTER

USER EXPERIENCE RESEARCHER

## CONTACT

706-372-2933

ceefoster2@gmail.com

## METHODS, TOOLS

Interviews  
Concept evaluations  
Diary studies  
Observations  
Survey design  
Co-design  
Lab testing  
Dscout  
Dedoose

## EDUCATION

M.S. Human-Computer Interaction  
**Georgia Institute of Technology**  
2017

B.S. Computational Media  
**Georgia Institute of Technology**  
2015

Rocky Mountain Spring Semester  
**National Outdoor  
Leadership School (NOLS)**

## PARTICIPATION

**End of Life IoT Workshop / 2020**  
DIS 2020

**Place Sensing Wearable Workshop / 2016**  
Keio-NUS CUTE CENTER

**Data Science for Social Good / 2015**  
Data wrangler and designer; worked with faculty, a non-profit, and the City of Atlanta to design and develop a web application to support conservation of trees.

## SUMMARY

Curious user experience researcher with 7 years of experience gathering and shaping human stories into carefully crafted input to impact product. Identifies problems worth solving through suitable and creative research methodology. Engages stakeholders throughout research process and continually surfaces actionable insights to maximize impact and create a cohesive team environment.

## WORK EXPERIENCE

### UX Researcher

Meta (Facebook) 2021 - Present

Leads generative and evaluative research for 3 product teams in Facebook Messenger. Partners with data science, engineering, design, and product to shape decisions and prioritize roadmaps. Presents to leadership. Builds community with fellow researchers by providing feedback and collaborating on studies.

- Managed one PhD intern for 10 weeks by introducing them to Meta research processes and supporting them throughout their research project. Intern had a positive experience and would recommend the internship.
- Led two generative research studies with in-home interviews and co-design sessions on video calling internationally. Executed research in partnership with a local vendor in Egypt and Thailand, and included stakeholders onsite.
- Conducted one study pairing diary entries with logged metrics from participants' calls to understand perceptions of media quality.
- Led a survey with vendor support to prioritize a set of features.

### UX Researcher

Intel 2017 - 2021

Led and scoped research initiatives to influence business strategy and product. Work ranged from evaluative usability studies to pathfinding exploration. Conducted research in US and internationally.

- For one project, created 4 targeted research reports to impact algorithm development for different features and consulted with architects weekly.
- Led 5 dscout diary studies with 15-20 participants each for 3 different topics. Resulted in prioritization of feature development and provided material for customer conversations.
- Led 3 projects with external agencies to complete more complex projects.
- Visualized qualitative and quantitative data to explain research and make decisions.
- Created early-stage design artifacts to highlight potential business opportunities.

### UX Researcher Intern

Intel 2016

Worked with design, research, and software teams to guide development of a mobile app connected to a sports garment equipped with sensors.

- Created user stories to serve as discussion points with developers and client to direct app design and development.
- Translated research to information architecture, user flows; discussed with software team to balance technical constraints with user needs.
- Supported lead researcher with a thorough interview guide for user study, interviewed 20 users onsite to learn about needs.