Grace Gaspardo

RESEARCH, LINGUISTICS, DESIGN

✉ grace@gaspardo.io
🖥 gaspardo.io
in linkedin.com/in/grace-gaspardo

WORK EXPERIENCE

Satellite.im
JUNE 2022 – SEPT 2022
UX Researcher

Established and documented user experience (UX) research standards, ethics, and processes; planned generative and evaluative research studies; crafted proposals, protocols, consent/assent forms, and other templates and materials for research studies; wrote and compiled 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.

Telus International
DEC 2021 – MAY 2022
Linguist

Developed and evaluated natural language data sets to improve machine learning systems that provide writing feedback, focusing on tone, style, and prescriptive grammaticality.

Appen
FEB 2018 – FEB 2021
Linguist

Supported natural language processing (NLP) systems through analyzing and synthesizing natural language data; revised linguistic annotation documentation for use by non-linguist annotators.

Adecco at Google
JUNE 2015 – MAY 2017
Junior Linguist

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 tool interface optimization.

Distributed Little Red Hen Lab
JUNE 2014 – DEC 2014
Research Assistant

Contributed to training data sets for automated part-of-speech tagger.

University of California, Los Angeles
APR 2013 – JUNE 2013
Undergraduate Research Assistant

Worked with native speakers of a Filipino dialect to capture phrases of semantic and syntactic interest; reviewed literature to find constructions of syntactic and semantic interest; analyzed linguistic data to catalogue in the online linguistic database Syntactic Structures of the World's Languages.

EDUCATION

MAY 2020	**Master of Science**
	Human Computer Interaction
	Georgia Institute of Technology
JUNE 2014	**Bachelor of Arts**
	Linguistics
	University of California, Los Angeles

SELECTED PROJECTS

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

Designed research materials to understand how children with special needs and their caregivers interact with museum exhibits and how they can be supported; conducted literature review, observations, interviews, and designed surveys; developed museum exhibit taxonomies; designed probes to involve both children and adults in the research process; analyzed probe outputs; evaluated the probes.

Lightning
An app and plug-in to increase transparency between The Home Depot store employees and merchandising teams.

Worked with The Home Depot's corporate and store employees to find areas of inefficiencies related to tasking; conducted interviews and distributed surveys to discover pain points with the current tasking systems; conceptualized solutions from insights; collaborated on creating wireframes based on feedback of early design ideas; observed Think Aloud usability tests.

SKILLS

RESEARCH & ANALYSIS	interviews, surveys, field research, contextual inquiry, content analysis, heuristic evaluation, usability testing, affinity mapping, literature review probes, card sorts, personas
DESIGN	sketching, storyboarding, wireframing, prototyping, printmaking, textile arts
TOOLS	Qualtrics, Figma, Adobe Creative Cloud, Miro, Google Workspace, Microsoft Office, R, Arduino, LaTeX, GitHub
SOFT SKILLS	attention to detail, proofreading and editing, written communication, collaboration, interdisciplinary problem solving