

ELEANOR R. BURGESS

eleanorburgess.org | +1 520 609 5027

eburgess@u.northwestern.edu

EDUCATION

- PhD Media, Technology, and Society**, Northwestern University Jun 2021
Program in Human-Computer Interaction and Health Technology
- MSc Technology Entrepreneurship** (Distinction), University College London Sep 2016
US-UK Fulbright Technology Award
- BA Communication Studies**, Minor in Global Health Studies, Northwestern University Jun 2015

RELEVANT PROFESSIONAL EXPERIENCE

- Voice Assistant for Older Adults with Depression Project, Northwestern University, Chicago, IL** Mar 2021
- Developed research roadmap for smart speaker voice assistant project to support older adults managing depression
- UX Research Intern, Facebook Groups, Facebook, Menlo Park, CA** Jun-Sep 2019
- Conducted 2 remote interview studies (n=19) to identify user workflow issues
 - Developed a large-scale survey (n=1000+) in collaboration with the data science team to identify user rationale behind key online community behavioral patterns in log data
 - Led a 14-member cross-functional design ideation session tackling challenges uncovered by my research
 - Collected international field research data and collaborated with other team researchers to analyze findings and present product implications to the development team
- Digital Mental Health Researcher, Northwestern University, Chicago, IL** 2018-2021
- Led interviews, visual elicitations, and blue-sky design with 58 participants managing depression
 - Analyzed participant mental health technology ecosystems (e.g., texts, games, social media)
 - Generated ideas for future technologies to assist reflection, planning, and education for collaborative and collective mental health support
 - Taught qualitative data analysis to 4 team researchers and led collaborative data analysis
 - Mentored team researchers and an undergraduate research assistant
- Patient-Generated Data Research Assistant, Northwestern University, Chicago IL** Feb-Jun 2018
- Analyzed data from 11 clinician interviews to examine clinical workflow fit of an EHR-integrated Patient-Reported Outcomes system
 - Presented recommendations to developers including optimizing data collection and auto-referral processes and improving data visualizations to address implementation challenges
- Tele-Mental Health Research Fellow, Segal Design Institute, Chicago, IL** 2017-2018
- Conducted interviews, ethnographic field studies, and technology observations with 11 Care Managers
 - Led qualitative analysis to discover multiple tele-health challenges in mental health support delivery
 - Developed recommendations for new collaboration and conversation support tools
- Co-Founder and Business Strategist, ShareVR (Pryde), Chicago, IL** 2016-2017
- Created a company to enable social media sharing of virtual reality (VR) game content
 - Guided strategic collaborations with national and international VR game studios
 - Conducted in-person and VR interviews (n=20) regarding video sharing preferences
- Techstars London Business Accelerator Startup Founder: drfocused, London, UK** Jun-Sep 2016
- Selected for highly competitive business training program with 10 other startups
 - Initiated and chaired Women in Technology meetings throughout the program

- Co-Founder and Head of Product, Credentially (formerly ‘drfocused’)**, London, UK 2015-2017
- Established a data-driven technology business providing clinician-centered software tools
 - Led Participatory Design sessions to create the product user interface (iOS and Android)
 - Coordinated the main product launch in July 2016 leading to our first user cohort
 - Built financial business models and conducted market research to test critical assumptions
 - Managed team to drive ongoing usability testing by coordinating with local doctor communities
 - Produced social media, website, email, pitch deck, and web platform communications
- Fulbright-UCL Technology Researcher, University College London**, London, UK 2015-2016
- Interviewed 13 patients and 6 clinicians across two hospital sites to investigate the information work needs of chronic kidney disease patients
 - Proposed new ways to understand patient behaviors (moving from sensemaking to meaning-making; low- and high-information monitoring behaviors)
 - Recommended redesign of patient education resources and clinician support
- Project Manager: firecrowd.com, Custos Fratris**, Tucson, AZ 2013-2014
- Planned and directed development of a firefighter health and safety peer-production website
 - Conducted 3 field usability tests with fire fighters using station computers
 - Led a group interview (n=30) with a local fire fighter safety committee to evaluate cultural fit

SELECTED TECHNOLOGY PRESENTATIONS

1. American Medical Informatics Association, Washington, DC. Nov 2017. Student Design Finalist: Sensi-steps: Using Patient-Generated Data (PGD) to Prevent Post-stroke Falls. Wearable smartwatch technology.
2. Chicago VR Community (CHI-VR) Demo Day, Chicago IL. May 2017. “ShareVR” startup virtual reality avatar technology presentation and live participant demos.
3. Health Education England TELHack Hackathon, London. Nov 2015. Presentation: “Gyedlines: Physician Prescription Support using Google Glass.”

SELECTED PUBLICATIONS

1. Emily G. Lattie, **Eleanor R. Burgess**, David C. Mohr, Madhu C. Reddy. 2020. *Care Managers and Role Ambiguity: The Challenges of Supporting the Mental Health Needs of Patients with Chronic Conditions*. Computer Supported Cooperative Work (CSCW). In press.
2. Jordan Eschler, **Eleanor R. Burgess**, Madhu C. Reddy, David C. Mohr. 2020. *Emergent Self-Regulation Practices in Technology and Social Media Use of Individuals Living with Depression*. In 2020 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2020). April 25–30, 2020, Honolulu, HI, USA. ACM Press.
3. **Eleanor R. Burgess**, Kathryn E. Ringland, Jennifer Nicholas, Ashley Knapp, Jordan Eschler, David C. Mohr, Madhu C. Reddy. 2019. *“I think people are powerful”*: The sociality of individuals managing depression. In Proceedings of the 2019 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19). ACM Press.
4. **Eleanor R. Burgess**, Nathan Walter, Sandra J. Ball-Rokeach, Sheila T. Murphy. 2019. *Communication hotspots: How infrastructure shapes people’s health*. Health Communication

RESEARCH AND DESIGN SKILLS

- Interviews, contextual inquiry, workflow observation, visual elicitation, cognitive mapping, focus groups, usability testing, heuristic evaluation, surveys (e.g., Qualtrics), research question creation
- User-centered design, participatory and co-design, service design, journey mapping, persona development, Wizard of Oz paper prototyping, wireframe prototyping (e.g., InVision, Balsamiq)