

Sarah Nikkhah, UX Researcher

Ph.D. Candidate, Human-Computer Interaction

Human-Centered Computing Department

School of Informatics and Computing

Indiana University, Indianapolis

sarah0nikkhah@gmail.com // sarahnikkhah.com



EDUCATION

2017 – 2023* Indiana University, Indianapolis
Ph.D. Candidate in Human-Computer Interaction Ph.D. Minor in Data Science
2011 - 2015 University of Mazandaran, Babolsar, Iran

B.Sc. in Computer Engineering-Software Engineering

* Expected graduation date is flexible. Open to full-time jobs

PROFESSIONAL SUMMARY

I am passionate about designing technologies that promote physical and mental well-being and turning research findings into design recommendations. I can manage multiple tasks simultaneously and have experience as a research team lead, graduate ambassador, and graduate representative.

My top five characteristics: Philomath (lover of learning new things), timekeeper, coach, deliverer, and brainstormer.

TECHNICAL SKILLS

- **Research:** Qualitative Research, Competitive Analysis, Affinity Diagramming, User research, Interviews, Surveys, Observations, Translating the empirically grounded finding into the design, Focus Groups, Building Personas, and storyboards, Brainstorming, Inductive/Deductive coding, Market/Industry Research
- **Data Science Minor:** Deep Learning (NLP and Topic Modeling), C++, Python, HTML 5, CSS 3
- **Design and Product:** Strategy, Product Road Map and Execution, Sketching, Storytelling, Wire-framing, Low Fidelity Interactive Prototyping, Photo and Video editing
- **Business Management Tools:** BMC, Value Prop, Env. Analysis and Big Picture SWOT
- **Design Evaluation:** Cognitive Walkthroughs, Heuristic Evaluations, Usability Testing
- **General software:** ATLAS.TI, Qualtrics, Visual Studio, Jira, MS Expression Web, MS Office, MS teams, Adobe Photoshop, Figma, Figjam, Balsamiq, proto.io, Adobe Premiere, Storyboard That, Miro board, Trello, Inshot

WORK EXPERIENCE

User Experience Intern, Eli Lilly, and Company, Indianapolis, May 2022 – August 2022

- Built two research roadmaps and study protocols
- Designed and Conducted Usability Testing with 15 participants
- Designed and Conducted User Interviews with 13 participants
- Turned the findings into actionable design recommendations
- Collaborated on improving research operations

Research Assistant, Indiana University, Indianapolis, Jan 2017 – Present

- Wrote a research proposal and built a research roadmap
- Conducted qualitative interviews in the hospital context under two NSF-funded studies on family caregivers
- Led three teams of master students to design care collaboration prototypes
- Generated interview and survey questionnaires for clinical care providers and caregivers related to care coordination
- Recruited participants and conducted interviews and design sessions
- Synthesized research findings into design recommendations

User Experience Intern, INOME APP, Indianapolis, Oct 2017 – Dec 2017

- Performed Beta Testing on the self-reflection-focused mobile app
- Conducted usability evaluation using think-aloud test and cognitive walkthrough
- Collaborated with the content specialist for ideation based on user feedback

Teaching Assistant, University of Mazandaran, Iran, Nov 2014 – Nov 2015

- Helped design the course, construct tests, prepare materials, moderate lab sessions, and evaluate students' lab work

Software Support Engineer Intern, Tehran Institute of Technology, Tehran, Iran, May 2014– Aug 2014

- Provided care and support of computer systems (hardware and software)
 - Documented and tested new software applications for more than ten classes at the institute
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RESEARCH PUBLICATIONS

1. Nikkhah, S., John, S., Yalamarti K.S., Mueller, E.L., Miller, A.D. Helping Their Child, Helping Each Other: Parents' Mediated Social Support in the Children's Hospital. Companion of the 2021 ACM Conference on Computer-Supported Cooperative Work and Social Computing. Doi: <https://dl.acm.org/doi/abs/10.1145/3462204.3481759>
 2. Nikkhah, S., John, S., Yalamarti K.S., Mueller, E.L., Miller, A.D. "I feel like I need to split myself in half": Identifying Parents' Care Coordination Challenges in the Children's Hospital. Material under progress.
 3. Nikkhah, S., John, S., Yalamarti K.S., Mueller, E.L., Miller, A.D. Family Care Coordination in the Children's Hospital: Phases and Cycles in the Pediatric Cancer Care Journey. Accepted at Companion of the 2021 ACM Conference on Computer Supported Cooperative Work and Social Computing. Doi: TBA
 4. Sarah Nikkhah, Family Resilience Technologies: Designing Collaborative Technologies for Caregiving Coordination in the Children's Hospital. Companion of the 2021 ACM Conference on Computer Supported Cooperative Work and Social Computing. Doctoral Consortium paper. Doi: <https://dl.acm.org/doi/abs/10.1145/3462204.3481794>
 5. Sarah Nikkhah and Andrew D Miller, AI in the Family: Care Collaboration in Pediatrics as a Testbed for Challenges Facing AI in Healthcare, Realizing AI in Healthcare: Challenges Appearing in the Wild, CHI 2021, (accepted workshop paper at CHI 2021)<http://francisconunes.me/RealizingAlinHealthcareWS/papers/Nikkhah2021.pdf>
 6. Emily Mueller, Anneli Cochrane, Madi E Campbell, Sarah Nikkhah, and Andrew Miller. JMIR Cancer - An mHealth App to Support Caregivers in the Medical Management of Their Child With Cancer: Co-design and User Testing Study. Retrieved April 29, 2022, from <https://cancer.jmir.org/2022/1/e33152>
 7. Nikkhah, S., Murillo, A. P., Young, A. L., & Miller, A. D. Coming to America: Iranians' Use of Telegram for Immigration Information Seeking, Journal of Information Management 2020, <https://doi.org/10.1108/AJIM-11-2019-0321>.
 8. Nikkhah, S., Miller, A. D., & Young, A. L. (2018). Telegram as An Immigration Management Tool. Companion of the 2018 ACM Conference on Computer Supported Cooperative Work and Social Computing, 345–348. <https://doi.org/10.1145/3272973.3274093>. (Poster and Short paper presented at CSCW 2018.)
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HONORS AND AWARDS

- **2022 Best User Experience Award**, Eli Lilly Intern Hackathon, Eli Lilly, Indianapolis, IN, 2022
 - **2022 Charles R. Bantz Award for Excellence Recipient**, IUPUI, Indianapolis, IN, 2022
 - **2022 Elite 50 Honor Student**, IUPUI, Indianapolis, IN, 2022
 - **AT&T Sports Hackathon Prize Winner**, Butler University, Indianapolis, IN, 2021
 - **1st Prize Winner**, ATT, Indy Civic Hackathon, designed a tool to address food insecurity, Indianapolis, IN, 2021
 - **IDEO Honorable Mention**, "How might we empower one another to prevent, treat, and beat cancer?", 2019
 - **AT&T and FirstNet Hackathon Winner**, The Opioid Crisis app, Indianapolis, IN, USA, Sep 14, 2019
 - **Honor Student**, Cooperation in University National Workshop: "IP/MPLS networks," University of Mazandaran, 2015
 - **GHC Scholarship**, Indiana University School of Informatics and Computing, Jul 2020
 - **CSCW 2018 Travel Scholarship**, Jersey City, NJ, Aug 2018
 - **Indiana Women in Computing Conference Scholarship**, Indianapolis, IN, Oct 2017
 - **IU Merit Scholarship**, Indiana University School of Informatics and Computing, Jan 2017
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SERVICE

- IU School of Informatics and Computing Graduate Representative at Graduate and Professional Student Government, IUPUI, 2021
- Student Volunteering at CSCW Virtual Conference, 2020
- Graduate Ambassador at IU School of Informatics and Computing, 2021
- Reviewing papers for CSCW 2023, 2021, 2022, and CHI 2022
- ACM, Association for Computing Machinery CSCW Conference Student Volunteer CSCW, 2020
- Human-Computer Interaction Consortium Program Committee Assistant/ Student Volunteer, 2021
- Women & Hi-Tech Student Volunteer: Passport to Hi-Tech, 2018
- HCIC 2021 Student Volunteer/ HCIC 2021 Program Chair Student Assistant, Jun 2021
- Metropolitan School District of Washington Township Volunteer: Teacher Assistant for the ESL Classes, Jan 2019 – Apr 2019
- Immigrant Welcome Center Volunteer, Natural Helper Volunteer, 2019