

Jana Thompson

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Skills

- Programming Languages: Python, Ruby, Java
- Natural Language Processing: spaCy, HuggingFace, NLTK, Stanford Core Parser, Word2Vec, MALLET, Snorkel, GloVe
- Machine Learning Libraries: scikit-learn, gensim, theano, TensorFlow, Keras, PyTorch
- Databases: Postgres, MySQL, MongoDB
- Data Visualization: Processing, ChartJS, Matplotlib, Seaborn, Plotly, D3
- Chatbot platforms: Rasa, Lex, Google DialogFlow
- UX methods: user research/design ethnography, product and service strategy, usability evaluation
- Design tools: Figma, Sketch, Adobe Photoshop/Illustrator
- Languages: English, German

Work Experience

Design Researcher, Siento.io

Seattle, WA (remote) — 2024-present

- Creation of design strategy roadmap for startup
- Conducting ethnographic research with stakeholders
- Creation of design artifacts such as wireframes, prototypes, journey maps, user flows, and mindset diagrams
- Co-creation of product roadmap and prioritization based on research

Adjunct Instructor, University of Iowa Tippie School of Business

Iowa City, IA (remote) – 2024-present

- Instruction design for graduate student class in analytics
- Mentoring graduate students in applied business research

Language Engineer, Amazon Alexa

Seattle, WA (remote) — 2022-2024

- Core involvement in LLM: development of metrics for supervised fine-tuning, API design and review, development of quality standards for technical performance and design
- Redesign of workflow process for Alexa engineers
- Continuous improvement for Alexa features including metric

development and improvement, data analysis into root causes of error, and voice design improvements for customer experiences

- Research study into voice perception and user experience on Alexa with design recommendations for TTS improvement

Data Science Consultant, IBM

San Francisco, CA (remote) – 2020-22

- Strategy consultant for Data Science Community team
- Relaunch, redesign, and rebranding of the IBM Data Science in Practice blog on Medium
- UX research lead on community best practices

Senior Data Designer, Fjord

San Francisco, CA — 2018-2019

- Collaborated on speculative design with emerging transportation technologies
- Led and designed complete overhaul of website, content, and marketing strategy for a corporate partnership
- Created data visualizations for multiple design research projects
- Conducted quantitative UX research for multiple clients
- Conceived and developed an AI design assistant
- Led data strategy for Fortune 500 client
- Collaborated on design research on health care mindsets

R&D Technology Associate Principal, Accenture Labs

San Francisco, CA — 2016-18

- Led team on design and development of AI regulatory tool for financial industry using knowledge graphs and React front-end
- Led team for prototype of tool for Canadian government monitoring of public sentiment on regulatory change
- Researched Question-Answering Seq2Seq model applications with MIT CSAIL researchers
- Led team for ML pipeline and front-end for service engineer assistance tool
- Recruited and led intern teams

Natural Language Processing Engineer, Idibon

San Francisco, CA — 2014-2016

- Built core models for sentiment analysis and NER in English, German, Spanish, French, and Mandarin
- Created custom natural language processing tools for clients for customer insight
- Led annotator teams and designed data labeling and annotation tasks and pipelines

- Co-designed and tested within larger team of Idibon Studio (our core software offering)
- Worked on core engineering tasks

Consultant, Trendquest.eu

Hamburg, Germany (remote) — 2009-2014

- Researched business models to create market prediction models that were used by clients to optimize product marketing
- Created comparative reports showing demand for novel product features
- User research for international audiences for multiple media platforms
- Predicted future trends in business requirements and consumer expectation

Voice Search Researcher, TellMe Networks

Mountain View, CA — 2009

- Speech recognition research on Bing Mobile
- Quantitative UX research for voice search applications
- Ontology creation for mobile search platform

DevOps Engineer, Support Intelligence

San Francisco, CA — 2008-09

- Maintained and deployed a server cluster with over 30+ servers
- Implemented Bloom filter for security risk detection
- Deployed systems in Debian, NexentaOS, OpenSolaris, Xen and VMWare
- Curated and maintained client relations

Ontologist, Cycorp, Inc.

Austin, TX — 2000-01

- Edited and completed development of the core cultural knowledge base axioms
- Co-created geographical and movement knowledge base
- Developed ontology for multiple cultural viewpoints in KB

Academic Research Experience

Research Scientist, New York University

New York City, NY (remote) — 2021-22

- Experimental design for QA dataset
- Technology lead for large crowdsourcing dataset projects
- Co-creator of first-in-class bias test set for QA models (BBQ-lite) submitted and accepted as part of the Big Bench dataset
- Co-researcher on project examining experience of speakers of Black English with voice and language technologies

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Research Assistant, Document Krim and Bom Project

Tei, Sierra Leone — 2007-08

- Developed linguistic ontology specific to field work in rural Sierra Leone
- Conducted linguistic ethnography in non-native language
- Conducted technical support and training for other linguists in the field

Research Internship, The Linguist List, Eastern Michigan University

Ypsilanti, MI — Summer 2007

- Collaborated on research and development of the Multitree Project
- Edited and expanded GOLD Ontology for markup of linguistic features
- Worked on linguistic training workshop development

Graduate Research Assistant, Texas German Dialect Project, University of Texas at Austin

Austin, TX — 2002-05

- Conducted linguistic ethnography in rural Texas
- Led and trained annotation team of undergraduate and graduate students
- Developed and maintained servers and database systems
- Co-developed and designed website and interface for project
- Led quality control work for data entered permanently into archive

Digital Media Consultant, Zwirner Corpus, University of Texas at Austin/Institut für Deutsche Sprache

Austin, TX — 2004

- Strategized effort to digitize analog corpus from the 1950s
- Coordinated with international team to complete digitization in under three months

Teaching and Tutoring Experience

Independent English Tutor

Berlin, Germany — 2005-07

- Tutored students in English grammar, writing, and conversation

Teaching Assistant, University of Texas at Austin

Education

Austin, TX — 2005

- Lectured on the European folktale
- Led student sections
- Created rubrics and graded homework and exams

Mathematics Tutor, The Griffin School

Austin, TX — 2002

- Tutored high school students in algebra, geometry and precalculus

Mathematics Tutor, St. Edward's University

Austin, TX — 2001-02

- Specialized in tutoring of non-traditional students and first-in-family college students in mathematics and sciences
- Aided students with visual impairment

Doctoral Candidate, Design, North Carolina State University

Raleigh, NC — 2022-present

- Coursework in design research and design as a professional practice

MPS, UX Design, Maryland Institute College of Art

Baltimore, MD — 2020-2021

- Coursework in UX design, prototyping, usability, and industry processes
- Thesis: *(re)imagine: a VR prototype for reimagining the anthropocene*

MA Germanic Studies, University of Texas at Austin

Austin, TX 2003-05

- Select coursework completed: computational linguistics, lexical semantics, syntax (minimalist program), foundations of humanities scholarship, archival research for the humanities
- Thesis: *A Process-Based Approach to the Treatment of English-Language Past Participles in Texas German*

BS Mathematics, University of Texas at Austin

Austin, TX — 2000-02

- Coursework in probability, analysis, algebra, and discrete mathematics
- Concentration: Pure Mathematics

Fellowships & Awards

BA Anthropology, University of Texas at Austin

Austin, TX — 1997-2000

- Coursework in human evolution, ethnography, archaeology, and cultural studies/social theory
- Concentration: Asian-American Studies

General Studies, Austin Community College

Austin, TX — 1996-97

- General studies coursework in preparation for transfer to the University of Texas at Austin

Design Graduate Fellowship, North Carolina State University

Raleigh, NC — 2022

- Awarded to graduate student showing potential to expand the field of design studies

Finalist MICA Up/Start Accelerator Cohort

Maryland Institute College of Art — present

- Cohort fellowship to gain mentorship for product development for the project *Mira*, an AI-powered personal avatar and digital twin to help a user meet goals and improve their well-being
- Winners will be determined 12th April 2022

Design Fellow, Digital Society School

Amsterdam University of Applied Sciences (deferred)

- Current plan to investigate digital twins in AI

Data Science Fellow, Zipfian Academy

San Francisco, CA — Summer 2014

- Implemented fraud detection algorithm using the Stanford Core Parser and Word2Vec, using fraud data aggregated by an event planning company.
- Relevant methods and approaches: natural language processing (NLP), A/B testing, supervised and unsupervised machine learning, frequentist and Bayesian statistical analysis
- Relevant technologies: Python, pandas, numpy/scipy, scikit-learn, Postgres

Berlin Graduate Fellowship, Freie Universität Berlin

Berlin, Germany — 2005-06

- Researched antifascist and Autonomen movement in Berlin from 1980 to 2005
- Conducted ethnographic fieldwork
- Attended courses in German cultural and intellectual history

Helmut and June Rehder Graduate Scholarship, Department of Germanic Studies, University of Texas at Austin

Austin, TX — 2005

- Awarded annually to one graduate student who demonstrates academic excellence and outstanding service to the Germanic Studies department at UT Austin

Civil Engineering Undergraduate Scholarship, School of Engineering, University of Texas at Austin

Austin, TX — 1997

- Awarded to two students in the Department of Civil Engineering at the University of Texas at Austin for academic excellence

Merit Scholarship, Austin Community College

Austin, TX — 1996

- Awarded to students who demonstrate academic excellence and community leadership

Volunteer Experience

Ethical AI Assessment Lead, Responsible Innovation Project

Palo Alto, CA (remote/contact) — 2020-present

- Assessing effectiveness of ethical AI frameworks
- Building a set of test datasets and metrics for ethical AI guidelines, frameworks, and libraries
- Work with Founders Circle to develop ethical strategies for variety of early stage companies

Executive Vice President, Chinese Immersion School at DeAvila PTA

San Francisco, CA 2020

- Managed board logistics such as agenda setting, calling meetings, and other paperwork
- Development of strategy for learning support during distance learning

Board Member, Programming Strategy, and Researcher, FeministAI

San Francisco/Los Angeles, CA 2018-2020

- Continuing development on the Cultural AI Design Tool
- Led AI development on Contextual Normalcy (AI/XR mental health project)
- Originated and developed "Ways of Knowing" series
- Original member of Board of Directors
- Led branding strategy and ideation for Encode and Ways of Knowing
- Ideated and development of Information as Storyteller installation in November 2019

Data and Statistics Chair, Cornerstone Doula Board of C.A.R.E

Portland, OR/San Francisco/Oakland, CA 2018-19

- Researched evidence-based outcomes with doula care
- Developed survey and metrics for Cornerstone-educated doulas and their clients to track outcomes

On-call Volunteer, ACCESS Women's Health Justice

Oakland, CA 2014-19

- Provided doula care, client advocacy, and assistance for people undergoing reproductive health care procedures

Practical support and social media chair, Bay Area Doula Project

San Francisco, CA 2012-2014

- Provided practical support to persons undergoing reproductive health procedures
- Organizing of events and training for volunteers
- Coordinated BADP's social media presence in advocating for reproductive justice

Fundraising Lead, Volunteer Birth and Postpartum Doula, San Francisco General Hospital Volunteer Doulas

San Francisco, CA 2012-2013

- Provided support and advocacy for patients in labor and in first days of postpartum period
- Led the fundraising committee, organized events and community outreach in support
- Wrote copy for the communications team

Linux Lab Administrator, Linux Boxes for Schools

San Francisco, CA 2009-2010

- Installed and maintained Linux computers in several schools in San Francisco
- Worked on expanding program to new schools

Coordinator, UT Linguistic Circle

Presentations,
Performances, and
Workshops

Austin, TX 2003-05

- Hosted bi-monthly speakers in linguistics
- Recruited local, national, and international speakers on topics in Classics, Computational Linguistics, Historical Linguistics, Phonetics, Phonology, Syntax, Semantics, Field Linguistics, and Language Archiving

Facilities Coordinator, Inter-Cooperative Council at the University of Texas at Austin

Austin, TX 2004-2005

- Chaired the ICC Facilities Committee with responsibility for maintenance of nine houses
- Drafted annual Facilities Budget
- Handled member complaints with regards to physical maintenance
- Member of the ICC Executive Committee and the ICC Board of Directors.

Editor, Linguistics Research Center, University of Texas at Austin

Austin, TX 2002

- Edited digitization of Lehman's Gothic Dictionary

Volunteer Coordinator and Practical Support, South Austin Caregivers

Austin, TX 1996

- Coordinated volunteers to assist to elderly clients with errands and practical support
- Provided practical support and assistance to elderly clients

Changing Epistemologies in Climate Change Art, Communicating Climate Change Hope

Vancouver, Canada, August 16th 2024

A Protest Garden: Contested Space in an Urban Park in Seattle, AMPS Urban Futures-Cultural Pasts

Barcelona, Spain, July 18th 2024

The Posthuman Companion, Invited Talk, Co-Exist

Milan, Italy, May 16th 2024

Can Alexa Have Common Sense?, Alexa Conversational Design Summit 2024,

Seattle, WA, April 20th 2024

Trauma-Informed IA and AI Design: Building a Mental Health Application Informed by Clinical Definitions and Traumatic Experience, IAC 2024,

Seattle, WA, April 11th 2024

Anthropocene Specters of the Salish Sea, Local Cultures, Global Spaces Conference,
Virtual, December 8th 2023

Beyond Human-Centered Design to Planet-Centered Design: A Systemic Ethical Approach to Sustainability in AI Creation, EuroIA 2023
Amsterdam, Netherlands, September 22nd, 2023

Generative AI in the VR Design Process. Using AI in Freelancing Design Workshop
Virtual, June 15th 2023

SunLink (VR Experience for Climate Change Education), AWE XR Climate Challenge Finalist,
Santa Clara, CA, May 1st 2023

Voice Perception and User Experience with Alexa, Alexa Conversational Design Summit 2023,
Seattle, WA, April 26th 2023

Design Ethics for Sustainable AI, IxDA 2023
Zürich, Switzerland, March 1st, 2023

Durations in the Post-Anthropocene: Creating Sustainability With Ancient Futures, Primer 2022
Virtual, September 24th, 2022

Information as Storyteller
Aural AI Performance at Z's Space, Seattle, WA,, September 23rd, 2022

Beyond Human: Human Ecology and Post-Anthropocene AI, Meeting of the Royal Anthropological Society 2022
Virtual, June 7th 2022

Mira: Information Architecture in Intelligent Agents
Poster Presentation at the Information Architecture Conference, April 6th, 2022

Ecosystemic AI Through Speculative Fiction, Mozilla Fest 2022
Extended Workshop March 7th, 2022

Get to Know Me: Creating Inclusive and Culturally-Competent Conversational Agents, Automated Knowledge Base Construction (AKBC) 2021 Workshop on Conversational Agents and Structured Knowledge
Virtual only, 7 October 2021

Mental Models and Interpretability in AI Fairness Tools and Code Environments, AI-HCI 2021 Workshop on Human-Centered Design Process for AI Applications

Washington, DC (virtual), 27 July 2021

Meaningless Gods and Posthuman Companions: Situated Meaning in the Future of AI, Colloque IA fiction

CNRS-Université Paris 3-Sorbonne, Paris, France (virtual), 4 June 2021

Community-Based Data Consent Workshop

NSF MetroLab Community Fellows Civic Innovation Challenge, 16 March 2021

Embodied Ethnography: Posthuman and Community Approaches, Vienna Anthropology Days 2020

University of Vienna, Vienna, Austria (virtual), 29 September 2020

Encoding Ourselves, Launch of 2020 Feminist.AI SF Project at Queerious Labs
San Francisco, CA, 22 February 2020

Cultural AI Design Toolkit Workshop, IxDA Education Summit
Milan, Italy, 2 February 2020

Information as Storyteller, Irrational Exhibits 11

Joint Installation in the Bendix Building, Los Angeles, CA, November 9th, 2019

Contextual Normalcy, Poster Presentation, Frontiers of AI in Health Care Symposium

Stanford, CA, 18 September 2019

Contextual Normalcy, MLUX x Reddit x Feminist.ai, MLUX Meetup
San Francisco, CA, 29 August 2019

Contextual Normalcy, SXSWi 2019 panelist
Austin, TX, 12 March 2019

Darkness in Demographic Data, Knowing Data Workshop
Los Angeles, CA, 14 July 2018

The Human Factor, Text Analytics West
San Francisco, CA, 5 November 2015

The Language of Fraud, Ziptian Academy NLP Workshop
San Francisco, CA, 18 August 2014

Morpho-syntax in Texas German, German Linguists Annual Conference
UC Davis, Davis, CA, 9 May 2005

Was hat gechanged? Code-switching in Texas German, 41st Annual Meeting of the Chicago Linguistics Society
University of Chicago, Chicago, IL, 21 April 2005

Lyrics That Kill: Metaphor and the Frame of KILL in Hip-Hop Lyrics, Rice

University 2005 Workshop on Language in Culture and Society

Rice University, Houston, TX, 24 October 2004

***What's in a Name? The Etymology of Polydeukes*, 135th Meeting of the American Philological Society**

San Francisco, CA, 5 January 2004

***When Phonology Goes Haywire in Dying Languages*, 27th Annual Penn Linguistics Colloquium**

University of Pennsylvania, Philadelphia, PA, February 2003

Publications

Anthropocene Specters of the Salish Sea

Sole Author, 2024, *AMPS Proceedings: Local Cultures, Global Spaces*

Meaningless Gods and Posthuman Companions: Situated Meaning in the Future of AI

Sole Author, Spring 2024, *Belphégor*

BBQ: A Hand-Built Bias Benchmark for Question Answering

Primary Author: Alicia Parrish. Co-authored with Angelica Chen, Nikita Nangia, Vishakh Padmakumar, Jason Phang, Phu Mon Htut and Samuel Bowman: Proceedings of the Association for Computational Linguistics 2022

QuALITY: Question Answering with Long Input Texts, Yes!

Primary Author: Richard Yuanzhe Pang. Co-authored with Alicia Parrish, Nitish Joshi, Jason Phang, Angelica Chen, Vishakh Padmakumar, Johnny Ma, He He, and Samuel Bowman: Proceedings of the North American Association for Computational Linguistics 2022

Mental Models and Interpretability in AI Fairness Tools and Code Environments

HCI International 2021 – Late Breaking Papers: Multimodality, eXtended Reality and Artificial Intelligence

The Cultural AI Design Tool: Reimagining the Spectrum of the Artificial Intelligence Design Process

AI & Society, co-authored with Christine Meinders

Was hat gechanged: Language convergence in Texas German

Proceedings of the Chicago Linguistic Society, Volume 41, Number 2, January 2005, pp. 95-106(12)

Towards determining the influence of internal and external factors on recent developments in Texas German phonology

Blog Contributions

University of Pennsylvania Working Papers in Linguistics, 2004, Volume 10(1), co-authored with Hans Boas, Karen Ewing, and Cheryl Moran

Data Science in 2021

IBM Data Science in Practice

<https://medium.com/ibm-data-ai/data-science-in-2021-c8b96c9e2fcd>

Gear Swap: Building an Inclusive Place to Shop and Socialize for Outdoor Gear Heads

co-authored with MacKenzie Legg and Kelly Lynch

<https://janathompson.medium.com/gear-swap-7a4d53bb1327>

Not Ready for the Runway: Heuristic Evaluation and Cognitive Walkthrough of RunwayML

<https://janathompson.medium.com/not-ready-for-the-runway-e503bb328e5c>

Get to Know Me: Inclusion and Trust in Smart Home Speaker Environments

co-created with Isabella Su and Ali Hosseini

<https://janathompson.medium.com/get-to-know-me-391e13329501>

Centering the Data in Data Science

IBM Data Science in Practice

[Part 1](#)

[Part 1](#)

Contribution to Designing for Pluralism: Takeaways on How to Create Human-Centered Spaces Online

New Public

<https://newpublic.substack.com/p/-designing-for-pluralism>

Research Summary: Designing For Human Rights in AI

Montreal AI Ethics Blog

<https://montrealetics.ai/research-summary-designing-for-human-rights-in-ai/>

Research Summary: Laughing is Scary, but Farting is Cute: A Conceptual Model of Children's Perspectives of Creepy Technologies

Montreal AI Ethics Blog

<https://montrealetics.ai/research-summary-laughing-is-scary-but-farting-is-cute-a-conceptual-model-of-childrens-perspectives-of-creepy-technologies/>

Feminist Search Code Critique

CCS Working Group 2020 blog, co-authored with Christine Meinders, Sarah Ciston, and Catherine Griffiths

<http://wg20.criticalcodestudies.com/index.php?p=/discussion/88/week-3-feminist-search-code-critique>

Participatory AI - How to Make Better AI

HEK Basel blog, co-authored with Christine Meinders
<https://share.hek.ch/en/participatory-ai-how-to-make-better-ai>

Rinse... repeat...stop? How to Judge When Models Are Good Enough

Idibon blog

<https://web.archive.org/web/20160315042237/http://idibon.com/2015/12/>

Learning Analogies: The Most Interesting Side Effect of Deep Learning

Idibon blog

<https://web.archive.org/web/20151017015837/http://idibon.com/learning-analogies-the-most-interesting-side-effect-of-deep-learning/>

It's Not Your Fault

BADP blog

<http://bayareadoulaproject.org/its-not-your-fault/>

What Do You Do When Everyone Disappears?

BADP blog

<http://bayareadoulaproject.org/what-do-you-do-when-everyone-disappears/>

We Will Not Yield: A Texan's Reflections on HB2, the Filibuster, and the Unruly Mob

BADP blog

<http://bayareadoulaproject.org/we-will-not-yield-a-texans-reflections-on-hb2-the-filibuster-and-the-unruly-mob/>

Certifications

Book Binding Core Certification, San Francisco Center for the Book

January-October 2019

Cornerstone Postpartum Doula Certification

October 2012

Bay Area Doula Project Abortion Doula Certification

October 2012

SFGH Birth Doula Certification

May 2012

Patents

System for time-efficient assignment of data to ontological classes

US 20190147297A1, issued 16 May 2019

Techniques for Combining Human and Machine Learning in Natural Language Processing

US 20160162464A1, issued 9 June 2016

