

Wilson Chen

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Mixed-methods UX researcher specializing in usability, human factors, and behavioral research

WORK EXPERIENCE

META (VIA TEKSYSTEMS)

SEATTLE, WA

Research Assistant, Visual Comfort and Health

Apr 2025 - Present

- Designed, moderated, and analyzed experimental data from 10+ human factors studies that informed constraints, trade-offs, and recommendations for prioritizing health and safety in future AR/VR devices.
- Analyzed high-frequency eye tracking and behavioral gaze data across experimental conditions, developing data infrastructure and exploratory dashboards to synthesize quantitative findings and support research decision-making.
- Built Bash scripts to automate processes like device configuration and study setup.

UNIVERSITY OF WASHINGTON

SEATTLE, WA

Graduate Research Assistant

Jan 2024 – Mar 2025

- Performed content analysis and qualitative coding to develop a closed schema for describing political imagery and visual misinformation at scale for 2024 U.S. Election rapid-response research.
- Developed OCR and image provenance pipelines using OpenCV and NLP classifiers to extract and analyze metadata from political posters, memes, and visual rhetoric.
- Led original research on C2PA provenance for media forensics, accepted and presented at Stanford's 2025 Trust and Safety Research Conference.

HUMANA

REMOTE

IT Intern

May 2022 – Aug 2022

- Analyzed behavioral data from healthcare chatbot interactions to identify recurring user pain points and synthesize findings into usability recommendations for product and engineering teams.

GEORGIA INSTITUTE OF TECHNOLOGY

ATLANTA, GA

Head Teaching Assistant

Aug 2021 – May 2023

- Managed course operations for a CS class of 200-300 students across a team of 10-15 TAs, including curriculum development and assessment design.

SELECTED UX RESEARCH PROJECTS

PLATFORM-LEVEL MISINFORMATION INTERVENTIONS

Apr 2024 – Jun 2024

- Designed and moderated usability tests with think-aloud protocols and post-task surveys of platform-level interventions to assess understanding and trust of complex issues.
- Ran a mixed-methods research cycle from literature review through prototyping and usability testing, synthesizing qualitative and quantitative findings into prioritized design recommendations.

2FA USABILITY WITH DUO SECURITY

Jan 2024 – Mar 2024

- Conducted sponsored usability research with Duo Security, utilizing survey design, heuristic evaluation, and moderated usability testing to assess multi-factor authentication via task success, error rates, and user confidence.
- Synthesized qualitative and quantitative findings into 3 prioritized, evidence-based recommendations to improve authentication trust, delivered to cross-functional stakeholders.

EDUCATION

UNIVERSITY OF WASHINGTON

SEATTLE, WA

MS, Human Centered Design and Engineering / GPA 3.96

2023 – 2025

GEORGIA INSTITUTE OF TECHNOLOGY

ATLANTA, GA

BS, Computer Science / GPA 3.96

2020 – 2023

SKILLS

Research: Usability Testing, User Interviews, Mixed Methods, Experimental Design, Survey Design, Behavioral Data Analysis, Eye Tracking, Heuristic Evaluation, Thematic Analysis, Content Analysis

Design: Iterative Prototyping, AI-Driven Prototyping, Wireframing, Journey Mapping, Personas, Jobs To Be Done

Software: Figma, Photoshop, Miro, GitHub, Tableau, Qualtrics, PowerBI, Claude Code, Codex

Engineering: SQL, Python, Numpy, OpenCV, MATLAB, Pandas, HTML, CSS, JavaScript, Java, React, Git