

# ERIN BUEHLER, PHD

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Senior User Experience Researcher, Google

## OBJECTIVE

I leverage qualitative research methods, a user-centered approach, and iterative design practices to identify and resolve issues of technology usability and accessibility.

## EXPERIENCE

### Senior User Experience Researcher, 2020 to Present

[Google](#), Mountain View, California

*Central Accessibility, July 2020 to Present*

- ⇒ Lead foundational research to inform novel and inclusive product experiences for people with cognitive disabilities.
- ⇒ Collaborate and consult on accessible research and design practices for a range of Google products.

### User Experience Researcher & Manager, 2017 to 2020

[Facebook](#), Menlo Park, California

*People Analytics, September 2019 to June 2020*

- ⇒ Applied qualitative research methods to contextualize trends in data analytics related to employee recruiting, engagement, and growth.
- ⇒ Partnered with interdisciplinary teams to design, pilot, and implement improvements to the experiences of Facebook's technical workforce.
- ⇒ Led a team of mixed methods researcher in data-driven impacts on business-critical people issues and organizational challenges.

*Facebook App Product Foundation, August 2017 to August 2019*

- ⇒ Scoped and executed research to explore foundational topics, identified interface pain points, and uncovered accessibility barriers.
- ⇒ Impacted product decisions with data-driven recommendations and strong proposals based on research synthesis.

## EDUCATION

### Ph.D. in Human-Centered Computing, 2018

University of Maryland, Baltimore County — Baltimore, Maryland

Dissertation: *Exploring Inclusive Learning Interactions for Students with Intellectual Disabilities in Postsecondary Education*

### M.S. in Human-Centered Computing, 2014

University of Maryland, Baltimore County — Baltimore, Maryland

### B.S. in Computer Science, 2011

Eastern Washington University — Cheney, Washington

## CONTACT

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## RESEARCH SKILLS

- Cognitive Walkthroughs
- Contextual Inquiry
- Ethnographic Observation
- Focus Groups
- Interviewing
- Prototyping
- Participatory Design
- Personas
- Surveys
- Usability Evaluation

## DIGITAL TOOLS

- 3D Modelling
- HTML/CSS
- Laser Cutting
- Microcontrollers
- Photo Editing
- Programming/Scripting (Java, C++, C#, Python)
- Vector Illustration
- Wireframes

## ABOUT ME

I love the terrors of space, dinosaurs with and without feathers, and getting irrationally angry about bad interface design in sci-fi movies. My wife and I are avid travelers (five continents and a dozen plus countries between us). When we aren't gallivanting the world, we like to take turns completing every single side quest in our favorite video games.

## SELECTED PUBLICATIONS

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Note: Paper acceptance rates are indicated in brackets [%] wherever they are publicly available.

### Peer-Reviewed Journal Articles

Buehler, E., Comrie, N., Hofmann, M., McDonald, S., and Hurst, A. (2016). "[Investigating the Implications of 3D Printing in Special Education.](#)" *ACM Transactions on Accessible Computing (TACCESS)*, 8, 3, Article 11 (March 2016).

### Peer-Reviewed Conference Papers

McDonald, S., Comrie, N., Buehler, E., Carter, C., Dubin, B., Gordes, K., McCombe-Waller, S., and Hurst, A. (2016). "[Uncovering Challenges and Opportunities for 3D Printing Assistive Technology with Physical Therapists.](#)" *Proceedings of the 2016 ACM Conference on Computers and Accessibility (ASSETS)*. ACM, New York, NY, USA 131-139. [25%] 🏆 Best student paper award. [1%] 🏆

Buehler, E., Easley, W., Poole, A., and Hurst, A. (2016). "[Accessibility Barriers to Online Education for Young Adults with Intellectual Disabilities.](#)" *Proceedings of the Web for All Conference, (W4A)*. ACM, New York, NY, USA, Article 27.

Buehler, E., Easley, W., McDonald, S., Comrie, N., and Hurst, A. (2015). "[Inclusion and Education: 3D Printing for Integrated Classrooms.](#)" *Proceedings of the 2015 ACM Conference on Computers and Accessibility (ASSETS)*. ACM, New York, NY, USA, 281-290. [23%]

Buehler, E., Branham, S., Ali, A., Chang, J., Hofmann, M., Hurst, A., and Kane, S.K. (2015). "[Sharing is Caring: Assistive Technology Designs on Thingiverse.](#)" *Proceedings of the 2015 ACM SIGCHI Conference on Human Factors in Computing Systems (CHI)*. ACM, New York, NY, USA, 525-534. [25%] 🏆 Best paper award [1%]. 🏆

Buehler, E., Kane, S. K., and Hurst, A. (2014). "[ABC and 3D: Opportunities and Obstacles to 3D Printing in Special Education Environments.](#)" *Proceedings of the 2014 ACM Conference on Computers and Accessibility (ASSETS)*. ACM, New York, NY, USA, 107-114. [26%]