

# ERIN BUEHLER, PHD

---

Senior User Experience Researcher & Manager, Google

## OBJECTIVE

I leverage qualitative research methods, evocative communication, and servant leadership to build accessible, inclusive technology experiences.

## EXPERIENCE

### Senior User Experience Researcher & Manager, 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.
- ⇒ Create user research standards and educational materials on cognitive accessibility for distribution across Google.
- ⇒ Manage project execution and career growth for UX researchers working on product accessibility.
- ⇒ Collaborate and consult on accessible research and design best 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 design foundation 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

erinbuehler.com

buehler.erin@gmail.com

## SKILLS

- Accessibility
- Cognitive Walkthroughs
- Contextual Inquiry
- Digital Fabrication
- Ethnographic Observation
- Interviews & Focus Groups
- Participatory Design
- Personas
- Prototyping & Wireframes
- Surveys
- Usability Evaluation

## UX TOOLS & SERVICES

- AnswerLab
- dscout
- Optimal Workshop
- Qualtrics
- Rev
- SurveyMonkey
- UserTesting
- UserZoom

## 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. When there isn't a pandemic, my wife and I are avid travelers (a dozen plus countries between us). At home, we spend time with our dog, Echo. Echo loves to discern the mineral composition of rocks by carrying them gently in her mouth—a true rockhound.

## SELECTED PUBLICATIONS

---

*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%]