STANLEY J. CANTRELL

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SUMMARY

Empathy-focused, product-driven, and solutions-oriented **Mixed-Methods User Experience (UX) and Human Factors Researcher** who has demonstrated an ability to effectively identify, communicate, and resolve complex research and design questions in rigorous academic and agile corporate contexts. Over the past 7+ years, I have conducted high-impact generative and evaluative research through strategic implementation of qualitative and quantitative methodologies to generate valuable insights about products, technologies, users, stakeholders, and their environments.

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY — Atlanta, GA
Ph.D., Human-Centered Computing, Minor in Psychology — Expected 2021
Advisor: Dr. Bruce N. Walker
Dissertation: Designing for Metacommunication in Digital Communication Platforms

NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY — Greensboro, NC
B.S., Electrical Engineering, Magna Cum Laude — May 2013

EXPERIENCE

MICROSOFT CORPORATION — Atlanta, GA
User Researcher II, Experience Collective — September 2021 – Present

- Incoming User Researcher on the M365 Admin Center User Research team, where we explore the future of the IT space while helping our commercial customers manage their complex environments

GEORGIA INSTITUTE OF TECHNOLOGY — Atlanta, GA
Graduate Research Assistant, Sonification Lab — August 2013 – Present
Project: Designing for Metacommunication in Digital Communication Platforms

- Responsible for leading, scoping, and executing an innovative program of research that investigates: the semiotics of emoji, emoticons, and the various forms of human expression that are exchanged on digital communication platforms; the sociocultural and technological determinants that moderate their use and interpretation; and the relatively unexplored phenomena of digital metacommunication
- Supervise an interdisciplinary team of graduate and undergraduate researchers towards the development, design, and evaluation of a feature-rich progressive web app (PWA) that aims to revolutionize the user experience of text messaging
- Lead the execution of research activity on a *Facebook Accessibility* grant that supported research efforts to enhance human expression on Facebook through the design of universally accessible Facebook *Reactions*
- Invited to present our research findings to the Accessibility team and key stakeholders at Facebook HQ

FACEBOOK RESEARCH — Menlo Park, CA
UX Research Intern, Growth Research — Summer 2017
Project: Exploration of Novel Products and Interaction Techniques for *Memories* [🔗]

- Collaborated with a cross-functional team of researchers, engineers, data scientists, product designers, and product managers to explore growth opportunities for *Memories*, the homepage for Facebook's reminiscence products, such as *On This Day* and *Recaps*
- Lead, coordinated, and executed multiphase research efforts (surveys, interviews, moderated usability investigations, contextual inquiry, card-sorting tasks) with a diverse group of Facebook users to characterize user motivations for sharing content, understand how users interact with content that they've previously shared, and evaluate the usability of a high-fidelity *Memories* prototype

- Synthesized research findings and concluded internship by presenting design insights and potential growth opportunities to the Growth Research team and key stakeholders, which facilitated the beta-release of the *Memories* homepage in 2017 and the public release in June 2018

GOOGLE, INC. Mountain View, CA
UX Research Intern, Google Accessibility Summer 2016
Project: Design and Evaluation of *Voice-Access* [🔗]

- Collaborated with a cross-functional team of researchers, engineers, product designers, product managers, and accessibility experts to refine and redesign *Voice Access,* a voice-based user interface that enables hands-free navigation of an Android device for users living with (and without) severe motor impairments
- Lead, coordinated, and executed multiphase research efforts (moderated usability investigations and contextual inquiry) with target users to explore divergent UI designs and evaluate the usability and efficacy of *Voice Access*
- Synthesized research findings and concluded internship by presenting design insights to Google's Accessibility and Voice Search teams, which resulted in the allocation of additional resources and staffing to the project
- *Voice Access* currently has over 5 million active installs and is freely available via the Google Play Store

INTEL CORPORATION Hillsboro, OR
UX Research Intern, Intel Labs Summer 2014
Project: Assistive Context-Aware Toolkit *(ACAT)* [🔗]

- Collaborated with an interdisciplinary team of researchers and engineers via Intel's Perceptual Computing Initiative to modernize *ACAT,* an open-source communications platform that enables navigation of a Windows PC for people living with severe motor impairments, such as ALS and locked-in syndrome
- Explored the integration of novel multimodal interaction techniques (eye-tracking, brain-computer interfaces, text-prediction, and speech synthesis) to improve the functionality, usability, and scalability of *ACAT*
- Concluded internship by presenting research findings and insights to a diverse group of Intel executives and engineers at the 2014 Intel Scholar Showcase
- *ACAT* was delivered to renowned theoretical physicist Dr. Stephen Hawking in December 2014, and was later released as a free, open-source download in January 2015 to promote the expansion and adoption of *ACAT*

PRIOR EXPERIENCE

NASA JET PROPULSION LABORATORY **Pasadena, CA**
Research Intern, Engineering and Science Directorate Summer 2013

PRINCETON UNIVERSITY **Princeton, NJ**
Undergraduate Research Assistant, MIRTHE NSF Engineering Research Center Summers 2011 & 2012

TECHNICAL SKILLS & COMPETENCIES

Research Methods and Approaches	Questionnaires and Surveys, Interviews and Focus Groups, Diary Studies, Heuristic Evaluation, Field Studies and Contextual Observations, Card-Sorting Activities, Moderated and Unmoderated Usability Investigations, A/B Testing, Participatory Design, Clickstream Analysis, Cognitive Walkthrough, Hierarchical Task Analysis, SWOT Analysis
Quantitative Data Analysis	IBM SPSS, Descriptive and Inferential Statistics, Parametric and Nonparametric Statistics, Univariate and Multivariate Statistics, Mixed and Factorial Designs, Regression Analysis, PCA and Factor Analysis
Qualitative Data Analysis	ATLAS.ti, Dedoose, NVivo, Inductive and Deductive Coding, Thematic Analysis, Content Analysis, Affinity Diagrams

HONORS & AWARDS

Intel Foundation Scholarship (2015, 2019) • Google Generation Scholarship (2015) • **NSF Graduate Research Fellowship (2014)** • **DoD NDSEG Fellowship (2014)** • Honorable Mention, Ford Foundation Predoctoral Fellowship (2014) • **Adobe Foundation, GEM Ph.D. in Science Fellowship (2013)** • Google Scholarship (2013)