

JAMES M. HUDSON, PH.D.

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OBJECTIVE	Seeking a lead user experience researcher or other manager-level position within an organization developing new products, services, and corporate strategies	
SUMMARY OF QUALIFICATIONS	<p>8 years experience in human-computer interaction (HCI) and usability, which involves understanding client needs and developing solutions—both social and technological—to fit those needs</p> <p>8 years experience with quantitative and qualitative experimental design and analytic techniques</p> <p>3 years experience in business development, including creating business plans, identifying customer value propositions, and experimentally mitigating risks</p>	
EDUCATION	<p>Georgia Institute of Technology Doctor of Philosophy in Computer Science</p> <p>Georgia Institute of Technology Bachelor of Science with Highest Honors in Computer Science</p>	<p>1999 – 2006</p> <p>1995 – 1999</p>
EXPERIENCE	<p>eBay, Inc. PayPal User Experience & Design Senior User Experience Researcher</p> <ul style="list-style-type: none">• Developed, executed, analyzed, and reported on tactical usability testing for a variety of projects with annual revenues up to \$1 billion.• Provided expert design reviews and heuristic evaluations within a collaborative and highly iterative design environment• Developed, executed, analyzed, and reported on strategic projects aimed at better understanding customer needs and identifying problems that were appropriate for us to solve <p>Pitney Bowes, Inc. Advanced Concepts and Technologies Postdoctoral Researcher (October 2005 – September 2006)</p> <ul style="list-style-type: none">• Explored the challenges of developing innovative new products within established companies by developing case studies of a number of successful and unsuccessful projects within Pitney Bowes• Conducted and analyzed ethnographic-style interviews with various stakeholders in each project <p>Consultant, Healthcare Project (August 2004 – September 2005) Graduate Research Internship (May 2004 – August 2004)</p> <ul style="list-style-type: none">• Aided in developing the business plan for creating an estimated \$100 million per year business around Medicare reimbursement in the healthcare industry based on ethnographic-style work in hospital settings• Designed, conducted, and analyzed numerous user trials to evaluate key assumptions in proposed business plan• Quantitatively analyzed large data sets using hierarchical regression techniques to determine factors influencing hospital reimbursement• Designed and managed the day-to-day operations of a two-week system trial, which cost \$50,000 in equipment and 1,000 man-hours from six team members	<p>October 2006 – Present</p> <p>May 2004 – September 2006</p>

May 2001 –
August 2001

International Business Machines (IBM)
T.J. Watson Research Center, Social Computing Group
Graduate Research Internship

- Conducted experimental research into interruption management using an experiential sampling method (ESM) which relied on both quantitative and qualitative techniques
- Developed design recommendations for system development based on experimental findings
- Published findings at a prestigious conference on human-computer interaction

**SELECTED
PUBLICATIONS**

Hudson, J. M. (2007) *Chatting to Learn: The Changing Psychology and Evolving Pedagogy of Online Learning*. Cambria Press: Youngstown, NY.

Hudson, J. M. & Bruckman A. (2004) "Go Away": Participant Objections to being Studied and the Ethics of Chatroom Research. *The Information Society*, 20(2), 127 – 139.

Hudson, J. M. & Bruckman, A. (2004) The Bystander Effect: A Lens for Understanding Patterns of Participation. *Journal of the Learning Sciences*, 13(2), 169 – 199.

Hudson, J. M., Christensen, J., Kellogg, W. A., & Erickson, T. (2002) "I'd Be Overwhelmed, But It's Just One More Thing to Do:" Availability and Interruption in Research Management. *Proceedings of Human Factors in Computing (CHI)*, 97 – 104. Minneapolis, MN.

Full publication list available at: <http://research.jimhudson.org/publications/>

**PROFESSIONAL
SERVICE
(COMMITTEE
MEMBERSHIPS)**

Association of Computing Machinery (ACM)
2007 Human Factors in Computing (CHI), Notes Section Associate Chair
2006 Computer-Supported Collaborative Work (CSCW) Conference, Notes Section Associate Chair

Georgia Institute of Technology
Institutional Review Board (IRB), 2001 - 2005

**(REVIEWING:
JOURNALS)**

CALICO Journal, Convergence Journal, IEEE Pervasive Computing Journal, International Journal of Computer-Supported Collaborative Learning, Journal of Computer-Mediated Communication, Journal of the Learning Sciences, Language Learning and Technology Journal

**(REVIEWING:
CONFERENCES)**

Communities and Technologies (CAT), Computer-Supported Collaborative Learning (CSCL), Computer-Supported Collaborative Work (CSCW), Hawaii International Conference on System Sciences (HICSS), Human Factors in Computing (CHI), International Conference on Group Work (GROUP), International Conference of the Learning Sciences (ICLS)