

Lynn M. Cherny, Ph.D.
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Framingham, MA

SUMMARY

- ◆ Self-employed consultant experienced and passionate about statistical analysis, data-mining, machine learning, interactive information visualization, text analysis and modeling
- ◆ Current tech keywords: Python (sklearn/matplotlib/pandas), R (ggplot2), SQL/redis, Javascript for prototyping (including D3.js)

EMPLOYMENT HISTORY

**Self-Employed Consultant for Data Analysis and
Data-Oriented Design Projects**
February 2007—Now

Ghostweather Research & Design, LLC

- ◆ Two years consulting as data analyst and developer for **Brandeis University**: Bayesian models in R, data graphing in R and Python, Python stats/graphs/files for web site displaying research data, Javascript UI
- ◆ Sample NLP work: PDF doc parsing, entity extraction, topic classification/clustering (LDA, naïve bayes)
- ◆ Dashboard design: Identify key metrics, mockups of useful charts for data presentation, analysis of data
- ◆ D3.js prototypes for data visualization : network data, treemaps, charts
- ◆ Misc other: Google Analytics analysis (API and web client), survey analysis, software usage log analysis

User Experience Research/ Marketing Consultant
April 2007 —September 2010

SolidWorks Corporation Consultant (CAD software)
Concord, MA

- ◆ Responsible for creation and tracking of user experience and satisfaction metrics for development organization, including executive dashboard design for the CTO
- ◆ Key data mining role on software quality projects: Identified patterns in software usage logs that suggest “crash” causes; design of data tools and dashboard to support stability research
- ◆ Established metrics and user feedback mechanisms on product installation, to guide design efforts and track improvements
- ◆ Refined corporate personas based on large quantitative and qualitative data collection in Europe that I managed personally; used cluster analysis and other data mining techniques for numeric data

Platform Product Design Manager
November 2005—January 2007

Autodesk, Inc. (architectural design software)
Waltham, MA

- ◆ Conducted quantitative research projects for product design and product management: Surveys, log analysis of product usage to inform design process and management (data mining done by me)
- ◆ Created processes, work deliverables, mentored to support new user-centered design focus for the division
- ◆ Hired for interaction design, visual design, contract work, and usability staff; managed external usability & design

Principal Usability Specialist
May 2004—Oct 2005

The Mathworks, Inc. (bio data tools)
Natick, MA

- ◆ Usability/design work for bioinformatics products, information visualization efforts for multi-dimensional data, and simulation products (joint patent pending from one project)

Senior Interaction Designer
Dec 2002—April 2004

Adobe Systems, Inc. (Creative Suite products)

Seattle, WA

- ◆ Interaction design spec authorship; mockups of workflow and dialog design for Creative Suite applications
- ◆ Cross-product design consistency for top priority complex customer problems: Color management, PDF workflow; these were “bullets on the box” for the CS2 release

Director of Research and Development

Axance.com (web usability)

March 2001—July 2002

Paris, France

- ◆ Expanded company expertise in user-centered design methodology and usability during product lifecycle
- ◆ Review and development of consulting proposals, methodology, test plans, reports, presentations; oversight of complex consulting projects; authorship of commercial proposals for international (multi-country) and more complex client projects
- ◆ Individual contributor on English-language projects for international clients, such as Renault and OpenTV; also provided expert consulting on several projects for Instant Messaging on mobile devices

Manager, UI and Usability Group / Individual Contributor

TiVo, Inc. (consumer electronics)

April 2000—December 2000

Alviso, CA

- ◆ Hiring (usability, UI, graphic designer and prototypers), employee reviews and general management
- ◆ Established relationships between market research efforts and usability/survey research
- ◆ Responsible for UI specification authorship, usability testing, & mentoring of junior usability staff

Senior User Interface Designer

Excite, Inc. (web portal)

Fall 1998—April 2000

Redwood City, CA

- ◆ Completed full design of three complex web applications, **Excite Planner** (calendar, address book, to do list, and notepad), **Excite Inbox** (mail and voicemail), **Excite Invite** (invitation service). Planner received industry awards for design, including favorable review in Forrester Report, and Inbox traffic increased by 30-50% after this redesign. (*Note: Excite has since been sold and products have changed substantially.*)
- ◆ Conducted some of the first in-house usability testing as part of design process; prepared and taught 1-day training course on UI and user-centered design process to product management staff (73 people)

Member of Technical Staff, HCI Research Group

AT&T Labs Research (spinoff from Bell Labs)

1995—1998

Florham Park, NJ

- ◆ Development of Internet chat system interfaces (design and some coding of interface elements)
- ◆ Study of virtual community in various forms (chat, VR, email lists, newsgroups, IM)

Part-time Employee/Consultant

SRI International

Spring 1991—1993

Menlo Park, CA

- ◆ Made modifications to English grammar and lexicon for a natural language system with Unix shell (perl)
- ◆ Collected transcripts of subjects interacting with speech recognition system in Wizard of Oz experiment

TECHNICAL SKILLS and TOOLS

Design Tools

- ◆ Adobe Creative Suite 5, Visio, Axure
- ◆ HTML5, CS
- ◆ Javascript (jQuery and D3.js)
- ◆ Processing, Nodebox, and Javascript for visualization

Data Analysis / Mining

- ◆ R programming / graphs including ggplot2
- ◆ Python including libs like numpy, NLTK, matplotlib, scikits.learn, pandas, IPython

- ◆ Gephi for social networks
- ◆ Unix seq/awk/scripting
- ◆ Hadoop (basic knowledge)
- ◆ SQL, Redis, MongoDB (basic knowledge)

PATENTS

“**Viewer for Multi-Dimensional Data From a Test Environment**,” Patent awarded 2012 for work at The Mathworks (legal docket MWS-252), co-inventors James Owen, Jenifer Tidwell, Rong Chen, 2005.

“**Methods and Apparatus for Establishing Configuration Settings Between Applications**,” Patent awarded 2010, from work at Adobe (legal docket ADO05-07(B095)), co-inventors Lars Borg, Manish Kulkarni, Ken Kameda, 2005.

SAMPLE PUBLICATIONS / PRESENTATIONS

- 2013 **OpenVisConf** in Boston, “Bones of a Bestseller” (visualizing fiction)
- 2013 **Lean UX NYC**: Workshop on Web product analytics (intro to quant reasoning for usability)
- 2013 **PyData (Python Data) Silicon Valley 2013**: “Nodebox” – for data visualization in python
- 2012 **Boston Predictive Analytics Machine Learning Tutorials**: Taught Ggplot2 and IPython notebook, organized statsmodels and sklearn tutorial sessions
- 2012 **Strata NYC talk**: “Beyond the Hairball” (network visualization techniques)
- 2012 **Boston Predictive Analytics**: “A Fast and Dirty Intro to NetworkX and D3.js”
- 2010 **Invited Speaker at Graduate UIUC HCI Talks Series**: “TV Fan Video Editing Network Evolution”
- 2010 **Boston Mini UPA conference**: “Mining Your Data: An Easy Intro to a Tough Topic”
- 2008 “I See Evidence of Research... What About Design?” **Article** in **<interactions>** sept + oct 2007
- 2008 “Designing ‘Up’ in the Software Industry.” An **essay** in ***HCI Remixed***, collection edited by Tom Erickson and David McDonald, MIT Press.
- 2006 **Invited speaker at IBM Research**, Cambridge (spoke on TV fan video editing communities)
- 2005 **Closing Plenary Invited Speaker at Group ‘05 Conference** in Sanibel, Florida.
- 2003 **Invited Speaker at Digital Media Working Group**, UW (by Prof. Elizabeth Kolko)
- 2001 **Invited Discussant** for Persistent Conversation mini-track at **HICSS Conference** (Hawaii International Conference on System Sciences), organized by Tom Erickson and Susan Herring.
- 1999 ***Conversation and Community: Chat in a Virtual World***, CSLI Publications. **My book** about Internet chat and virtual community based on my dissertation work.
- 1998 “The Dynamics of Mass Interaction,” by S. Whittaker, L. Terveen, W. Hill, L. Cherny. **Paper** presented at **CSCW 98**, Seattle, still widely cited online today.
- 1997 “Entertainment is a Human Factor: Game Design and CHI.” **Article** by L. Cherny, C. Clanton, E. Ostrom. ***SIGCHI Bulletin***, October 1997. Summary of Workshop at CHI (Computer Human Interaction) 97.
- 1996 ***Wired Women: Gender and New Realities in Cyberspace***, Seal Press. **Co-edited book** with Elizabeth Reba Weise. This was a popular textbook choice!

EDUCATION

- 1990–1995 **Ph.D.** in Linguistics (with courses in HCI, computer science, ethnography)
Stanford University, CA
Dissertation: *The MUD Register: Conversational Modes of Action in a Text-Based Virtual Reality*. (Ethnography of an Internet "MUD" text chat community, later published as book available on Amazon)
- 1989–1990 **M.Phil.** in Computer Speech and Language Processing
Cambridge University (Trinity College), UK
- 1986–1989 **B.A.** in Linguistics (with courses in AI at Edinburgh University)
University of Maryland, College Park, MD