

## Personal Statement

An enthusiastic, committed Computer Scientist, I bring over twelve years of experience in user experience, human computer interaction and web science. My passion and drive have led to publications, international speaking engagements and chairing discussion panels.

Before leaving the UK, I worked to bring academic research and concepts to commercial applications in a client-facing role with public speaking engagements, project management, team leadership and financial reporting. Since moving to Canada, I have been consulting on user experience research and design.

## Key Achievements / Skills

Gained **EngD** doctoral qualification with IBM, combining industrial and academic requirements.

**Business development:** At IT Innovation, I led 3 successful bids for national funding and heavily contributed to a bid that led to 278k EUR of EU Horizon 2020 funding.

**Leadership and project management:** Principal Investigator of national projects. Led an internal team, work packages in EC projects and a SIG. Supervised interns and students from diverse backgrounds. Organised international events, including the DESIRE'11 conference.

**Analytical skills:** qualitative and quantitative methods; user- and experience-centred design.

**Technical skills:** Wireframing with Axure, languages including Java. Quick to pick up new skills.

**Communication:** Confident clear presenter, used to speaking in various contexts including delivering results to customers, speaking at international events, and chairing discussion sessions.

**Languages:** English (native speaker), Dutch (intermediate).

## Education

2006 - 2010	<b>EngD Computer Science</b>	<b>University of Southampton / IBM</b>
	'Towards designing more effective systems by understanding user experiences.' Motivated by issues of accessibility, I researched software engineering techniques to redesign experiences for new contexts (e.g. from digital to physical). I developed and evaluated an approach using qualitative and quantitative methods.	
2002 - 2006	<b>MEng Computer Science (First class)</b>	<b>University of Southampton</b>
	Dissertation score: 91% (Active Navigation Award, 2005), on hyperfiction and narrative generation.	

## Experience

February 2017 - Present	<b>Self-Employed Consultancy</b>	<b>Vancouver, Canada</b>
	<b>User Experience Research and Design</b>	
	<i>Leadership:</i> planning projects; on-boarding staff; owning client relationships. <i>Research:</i> desk and field (observations, user interviews, working with diverse stakeholders e.g. First Nations, children with learning difficulties); workshops with stakeholders from government and industry. <i>Analysis:</i> coding and qualitative analysis, synthesis. <i>Design:</i> wireframing, design recommendations.	

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March 2013 –  
July 2016

## University of Southampton

Southampton, UK

### Research Engineer – IT innovation Centre

Project management, leadership, analysis, and engineering in international projects involving future internet technologies, trust online, criminal activity online, and inclusion. Main project size was ~500k EUR (~770k CAD). I balanced competing demands on my time: always assigned to at least 2 projects, for a year I was Principal Investigator of 2 projects and internal lead on 3 more: all were successful, a testament to my ability to manage my time and organise multiple teams around deadlines. I led key deliverables such as roadmaps and recommendations to funding agencies. Exemplar projects:

*FITMAN*: a €13m project, I was responsible for a €500k work package, leading people from 18 organisations in 9 countries, as well as the internal IT Innovation team. FITMAN brought together 10 manufacturers including Whirlpool and VW to address technical challenges, for example using IoT and cloud technology to improve production processes and to create 'virtual' manufacturers.

*DPO*: I was Principal Investigator of this collaboration between computer science, criminology and linguistics. Using data from forums for selling stolen credit card data, we used natural language processing to generate a 'linguistic fingerprint' for criminals.

*TRIFORM*: We examined healthcare provider and patient trust of technology for monitoring chronic pain. I was Principal Investigator of this collaboration between health science psychologists, engineers and computer scientists.

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Before March  
2013

## Earlier Work

UK and the Netherlands

### Technologist, Seme4 (Southampton, UK, 2012-2013)

Responsible for designing and implementing a portal for the UK photonics community, using Linked Open Data and tackling social / user experience issues.

### Research Associate, Newcastle University (Newcastle, UK, 2012)

Interaction design of a ubiquitous computing environment for language learning.

### Research Fellow, Eindhoven University of Technology (the Netherlands, 2011)

Research into creative design processes; organised an international conference.

### Software Engineer, IBM UK (Southampton, UK, 2006-2010)

Conducted research into User Experience. Designed, built and tested a novel messaging architecture as part of my EngD. I also interned with IBM in 2004.

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## Publications, Awards & Recognition

40 peer-reviewed publications and 4 patents (see: [clarehooper.net/publications](http://clarehooper.net/publications)).

Registered Chartered Engineer.

Invited to the 2012 **Schloss Dagstuhl** seminar on Interactions Beyond the Desktop.

Selected by the BCS as the 2012 nominee for the **Karen Burt Award**.

Awarded the title of **Senior Inventor** by IBM, for: giving talks on IP and innovation; running a 'patent club'; mentoring a second patent club; peer reviewing disclosures; 4 files and 15 publications.

Recipient of various **scholarships**: travel grants to attend conferences (from the BCS, IET, ECS, RAE and ACM); two Misys Scholarships; twice a finalist for Google's Anita Borg Scholarship.

**Invited speaker** at venues in Canada, the UK, Ireland, Germany, the Netherlands and France.

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