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Personal Statement

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

For the last few years I have been working 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 providing consultancy 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 and ACM WebSci'14 workshops.

Analytical skills: qualitative, quantitative, and mixed analytical methods; user- and experience-centred design; synthesis of literature.

Technical skills: Languages including Java and PHP. Adept learner, quick to pick up new skills.

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

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

Education

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

Experience

February 2017 - Present

Self-Employed Consultancy

Vancouver, Canada

User Experience Research and Design

Leadership, research, analysis, design. Leadership: input to project plans; onboarding new staff, ownership of client relationship. Research: desk and field research (user interviews and observations). Analysis: coding and qualitative analysis. Design: design recommendations and wireframing.

Mar 2013 – Jul 2016

University of Southampton

Southampton, UK

Research Engineer – IT innovation Centre

Responsible for project management, leadership, analysis, and engineering in various international projects involving future internet technologies, trust online, policing criminal activity online and inclusive research. Main project size was ~500k EUR (~730k CAD). I balanced competing demands on my time: I was always assigned to at least 2 projects, and for a year was Principal Investigator of 2 projects and internal lead on a further 3: all 5 projects were successful, a testament to my ability to manage my own time and organise multiple project teams around deadlines.

I led key deliverables such as roadmap planning, financial reporting and making recommendations to funding agencies and standards bodies. 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 challenges in smart, digital and virtual domains, for example using IoT and cloud technology to improve production processes, information management and visualisation, and to create 'virtual' manufacturers.

DPO: I was the Principal Investigator of this proof-of-concept project, a collaboration between computer science, criminology and linguistics. This project took data from underground 'carding forums' (where stolen credit card data is bought and sold) and used natural language processing to generate a 'linguistic fingerprint' for criminals, with the aim of tracking them between forums.

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

Aug 2012 – Mar 2013

Seme4

Southampton, UK

Technologist

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

Jan 2012 – Aug 2012

Newcastle University

Newcastle Upon Tyne, UK

Research Associate – Culture Lab

Interaction design of a ubiquitous computing environment for language learning: I wrote code and papers, and supervised a student.

Jan 2011 – Dec 2011

Eindhoven University of Technology

Netherlands

Postdoctoral Research Fellow – Department of Industrial Design

Research into creative design processes, communications chair of a major international conference.

Sep 2006 – Dec 2010 **IBM**

Southampton, UK

Software Engineer – IBM UK

Conducted research into User Experience. Designed, built and tested a novel messaging architecture as part of my EngD.

Before this I interned with IBM during the summer of 2004.

Publications, Awards & Recognition

40 peer-reviewed publications and 4 patents (details: 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; achieving 5 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 SFU, UBC, Kings College London, National University of Ireland Galway, Lancaster University, Bristol University, the L3S Research Centre (Hannover), CWI (Amsterdam), a Web Science Meetup in France, and the Hopper Colloquium in London.
