

Zheng Yao



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Education

- Expected 2022 **Carnegie Mellon University**, Pittsburgh, PA, USA
Ph.D., Human Computer Interaction
- Cornell University**, Ithaca, NY, USA
- 2016 M.P.S., Information Science, *The William Lewis Brown Scholarship*
- 2015 B.A., Information Science, *magna cum laude*

Professional Experience

- 2021- **Google**, Madison, WI, USA
User Experience Researcher, Core Data
- Summer 2021 **Microsoft Research**, Cambridgeshire, UK
Research Intern, Health Intelligence
- Summer 2019 **Lenovo Research**, Beijing, China
Research Intern, Smart Education

Honors & Awards

- 2021 Best Paper Honorable Mention Award, ACM CSCW 2021 for [C.7]
- 2020 Best Paper Honorable Mention Award, ACM CSCW 2020 for [C.5]
- 2020 Grace Hopper Conference Attending Award, Carnegie Mellon University
- 2019 Best Paper Honorable Mention Award, ACM CHI 2019 for [C.4]
- 2018 Best Paper Award, ACM CSCW 2018 for [C.3]
- 2016 The William Lewis Brown Scholarship for Computing and Information Science
- 2015 Cornell University Distinction with honors in Information Science
- 2015 Best Paper Honorable Mention Award, ACM CSCW 2015 for [C.1]
- 2011-2015 Cornell University College of Arts and Sciences: Dean's list

Publications

PEER-REVIEWED CONFERENCE AND JOURNAL PAPERS

- [C.10] **Yao, Z.**, Zhu, H., and Kraut, R.E. "Learning to Become a Volunteer Counselor: Lessons from a Peer-to-Peer Mental Health Community." In the *Proceedings of the ACM on Human-Computer Interaction (CSCW'22)*.
- [C.9] Ma, N., Rivera, V., **Yao, Z.**, and Yoon, D. "Brush it Off: How Women Workers Manage and

Cope with Bias and Harassment in Gender Agnostic Gig Platforms” In the *Proceedings of the ACM Conference on Human Factors in Computing Systems 2022 (CHI’22)*.

- [C.8] **Yao, Z.**, Weden, S., Emerlyn, L., Zhu, H., and Kraut, R.E. “Together But Alone: Atomization and Peer Support among Gig Workers.” In the *Proceedings of the ACM on Human-Computer Interaction (CSCW’21)*.
- [C.7] 🏆 **Yao, Z.**, Yang, D., Levine, J.M., Low, C.A., Smith, T., Zhu, H., and Kraut, R.E. “Join, Stay or Go? A Closer Look at Members’ Life Cycles in Online Health Communities.” In the *Proceedings of the ACM on Human-Computer Interaction (CSCW’21)*. **Best Paper Honorable Mention.**
- [C.6] Gong, J.*, **Yao, Z.***, Lu, Z.*, Ding, Q., Zhang, Y., Zhang, L., and Wang, Q. “All in One Group: Current Practices, Lessons and Challenges of Chinese Home-School Communication in IM Group Chat.” In the *Proceedings of the ACM Conference on Human Factors in Computing Systems 2021 (CHI’21)*.
- [C.5] 🏆 Li, A.*, **Yao, Z.***, Yang, D., Kulkarni, C., Farzan, R., and Kraut, R.E. “Successful Online Socialization: Lessons from the Wikipedia Education Program.” In the *Proceedings of the ACM on Human-Computer Interaction (CSCW’20)*. **Best Paper Honorable Mention.**
- [C.4] 🏆 Yang, D., **Yao, Z.**, Seering, J., and Kraut, R.E. “The Channel Matters: Self-disclosure, Reciprocity and Social Support in Online Cancer Support Groups.” In the *Proceedings of the ACM Conference on Human Factors in Computing Systems 2019 (CHI’19)*. **Best Paper Honorable Mention.**
- [C.3] 🏆 Seering, J., Ng, F., **Yao, Z.**, and Kauffman, G. “Applications of Social Identity Theory to Research and Design in Computer-Supported Cooperative Work.” In the *Proceedings of the ACM on Human-Computer Interaction (CSCW’18)*. **Best Paper Award.**
- [C.2] Volda, A., **Yao, Z.**, and Korn, M. “(Infra)structures of Volunteering.” In the *Proceedings of the ACM Conference on Computer Supported Cooperative Work 2015 (CSCW’15)*.
- [C.1] 🏆 Gao, G., Xu, B., Hau, D.C., **Yao, Z.**, Cosley, D., and Fussell, S.R. “Two is Better Than One: Improving Multilingual Collaboration by Giving Two Machine Translation Outputs.” In the *Proceedings of the ACM Conference on Computer Supported Cooperative Work 2015 (CSCW’15)*. **Best Paper Honorable Mention.**

POSTERS

- [P.2] Quintana, R., Brooks, C., Smothers C., Tan, Y., **Yao, Z.**, Kulkarni, C. “Mentor Academy: Engaging Global Learners in the Creation of Data Science Problems for MOOCs. In the *Proceedings of International Conference of the Learning Sciences 2018 (ICLS’18)*.
- [P.1] Yang, D., **Yao, Z.**, and Kraut, R.E. 2017. “Self-disclosure and Channel Difference in Online Health Support Groups.” In the *Proceedings of The 11th International AAAI Conference on Weblogs and Social Media (ICWSM’17)*.

Teaching Experience

Guest Lectures

- 2022 *Industry UX panel.* EECS 493 User Interface Development, University of Michigan, Ann Arbor.

2022 *Peer support in online communities.* CS228 Human-Computer Interaction, University of Vermont.

Carnegie Mellon University

2021 Teaching Assistant and Instructor. 05-820 Social Web.

2020 Teaching Assistant and Instructor. 05-610 User-Centered Research and Evaluation.

Cornell University

2016 Teaching Assistant. INFO 4450/6450 Computer Mediated Communication.

2014 Teaching Assistant. INFO 4400/6400 Advanced HCI Design.

2014 Teaching Assistant. INFO 2300 Intermediate Web Programming.

2013 Teaching Assistant. INFO 2450 Communication and Technology.

2013 Teaching Assistant. INFO 1300 Introduction to Web Design and Programming.

Mentoring Experience

2021 **Yuhan Liu**, Carnegie Mellon University, graduate researcher.

2021 **Han Wang**, Georgia Institute of Technology, graduate researcher.

2020 **Silas Weden**, Smith College, REU Intern at CMU.

2020 **Lea Emerlyn**, Carnegie Mellon University, undergraduate researcher.

2018 **Bahar Haji-Sheikhi**, Northeastern University, REU Intern at CMU.

2018 **Yutian Cai**, Carnegie Mellon University, undergraduate researcher.

2017 **Laura Bressler**, Carnegie Mellon University, undergraduate researcher.

2017 **Andrew Puglionesi**, University of Pittsburgh, REU Intern at CMU.

2017 **Yuling Liu**, Carnegie Mellon University, undergraduate researcher.

2016 **Sarah Shy**, Carnegie Mellon University, undergraduate researcher.

2016 **Yining Zhao**, Carnegie Mellon University, graduate researcher.

Professional Service

PROGRAM COMMITTEES

2022 ACM CHI (late breaking work), ACM CSCW (poster)

2021 ACM CSCW (poster)

PAPER REVIEWING

2017-2022 ACM CSCW

2017-2022 ACM CHI

2021 ACM Transactions on Social Computing

COMMUNITY SERVICE

2020 CMU HCII Ph.D. Admission Committee.

2017 - 2018 CMU HCII Ph.D. Student Ombudsman.

2017 - 2021 Cornell Alumni Ambassador & Interviewer.