

TESSA EAGLE, PhD

(831) 601-8778 ♦ Santa Cruz, CA

eagle.tessa@gmail.com ♦ [linkedin.com/in/tessaeagle](https://www.linkedin.com/in/tessaeagle) ♦ tessaeagle.github.io/portfolio

Mixed-methods researcher (6+ years) with a PhD in Human-Computer Interaction, specializing in digital health, UX, and accessibility. Proven track record in translating user research and insights into actionable product improvements.

PROFESSIONAL EXPERIENCE

Researcher

Sep 2019 - Dec 2024

University of California, Santa Cruz

Santa Cruz, CA

- Identified key themes and tensions in online health communities, contributing to [10+ peer-reviewed publications](#) by scoping in-depth studies using surveys (500+ participants), interviews (n = 30), and digital ethnography with neurodivergent communities and clinicians.
- Advocated for neuroaffirming research by spearheading the design and execution of 8+ digital health and social media projects, utilizing both quantitative and qualitative methods to deeply understand ADHD communities' needs.
- Highlighted the need for greater transparency in mental health apps through content analysis of pay-walled features, revealing the negative effects of "freemium" payment models.

User Experience Researcher

Apr 2022 - Oct 2023

[Sightful](#) – *Augmented Reality Laptop Startup*

Palo Alto, CA

- Improved discoverability by redesigning user onboarding, addressing critical usability issues identified through monthly testing with 200+ beta testers over 18 months.
- Guided new feature roll-outs and prioritized blockers by evaluating product-market fit and target audience needs through longitudinal diary testing and user satisfaction scales.
- Reduced task completion times by 50% and decreased complaints by 80% through actionable insights communicated to cross-functional teams monthly, driving significant usability improvements.

User Experience Researcher

Jan 2018 - Sep 2018

[Feelmore Labs](#) – *Neuromodulation Wearable Startup*

Cambridge, MA

- Informed decisions on interventions for commercial release by conducting 500+ usability tests over 8 months with EEG, eye-tracking, standard scales, and interviews, leading weekly evaluations.
- Streamlined testing operations and accelerated user feedback for medical device pathways by managing a lab of 5 researchers, developing protocols, and managing a large research participant pool to communicate insights to cross-functional leaders.

Research Assistant, Brigham and Women's Hospital Center for Surgery and Public Health

Sep 2018 - July 2019

Clinical Research Coordinator, Brigham and Women's Hospital Multiple Sclerosis Center

May 2016 - Jan 2018

SKILLS

Quantitative Skills

Data Analysis (R), Data Visualization (heat maps, bar charts, sankey diagrams), A/B Testing

Qualitative Skills

Usability Testing, User Interviews, Survey Design, Ethnography, Cognitive Walkthroughs, Thematic Analysis, Affinity Diagramming, Task Analysis, Concept Testing, Competitive Analysis

Tools

UserTesting, Lookback, Dovetail, Miro, Figma, Qualtrics, REDCap, Google Forms, Tidiverse

EDUCATION

Doctor of Philosophy, University of California, Santa Cruz

2019-2024

Master of Science, University of California, Santa Cruz

2019-2021

Computational Media/Human-Computer Interaction

Bachelor of Science, University of Rochester

2012-2016

Cognitive Science, Minors in Computer Science and Psychology