

Sanjay R. Kairam

Research Assistant
Palo Alto Research Center
Augmented Social Cognition Group

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Education:

Stanford University , Stanford, CA Master of Arts, Philosophy Advisor: Marc Pauly	2006
Stanford University , Stanford, CA Bachelor of Science, Mathematics Minor in Symbolic Systems Completed with GPA: 3.73/4.00	2006

Research Interests:

Social Computing and Cognition, Human Information Interaction, Online Social Networks

Research Experience:

Palo Alto Research Center (PARC), Palo Alto, CA
Research Assistant; 2008 - Present

Studying Domain Learning Using Probabilistic Topic Modeling: In collaboration with Dr. Peter Pirolli and Gregorio Convertino, I am studying the impact of a social annotation tool on the learning of domain learning. Using probabilistic topic modeling methods (LDA), I aim to characterize the semantic space in which subjects navigated in order to provide a more fine-grained understanding of how social annotations serve as a scaffold for building domain expertise and increasing task performance.

Learning Communities in Large Enterprise: In this project with Xerox Global Services and Xerox Research Center Europe, we studied the deployment of online learning communities in a large IT services enterprise. Through the analysis of usage logs, survey data, and in-depth interviews, we gained an understanding of how to best promote learning and development among experts sharing similar job roles.

Designing Information Management Tools for Task Force Workers: In collaboration with Xerox Global Services, we studied with professionals in two groups responsible for creation and management of multi-million dollar collaborations with partner companies. We characterized challenges pertaining to group information management through in-depth interviews and iteratively designed technologies to meet these challenges through paper and software prototypes.

Social Interactions during Collaborative Information Seeking: In collaboration with Dr. Peter Pirolli and Brynn Evans, I conducted an ethnographic study of expert searchers as they performed two sensemaking tasks related to U.S. energy policy. Results demonstrated how social interactions during search can provide not only informational benefits, but cognitive benefits in the form of stimulating problem reformulation and changes in query composition.

Stanford University Psychology Department, Stanford, CA
STAR (Space, Time, & Action Research) Lab (Dr. Barbara Tversky)
Research Assistant; Summer, 2004

Collaborated on multiple research studies with human subjects pertaining to gesturing, perspective-taking, and event segmentation. Collected data in the laboratory and field, utilizing methods ranging from surveys to think-aloud protocols to computer log data. Designed and implemented original research projects pertaining to physical perspective-taking and learning.

Bronx-Lebanon Hospital, New York, NY
Pediatric Offices and Pharmacy Wing
Computer and Research Technician; Summers, 2001-2005

Conducted pilot study of program for early screening of neurological disorders for a walk-in pediatric clinic. Compiled data regarding nature and frequency of errors in written prescriptions for project which won first prize at New York Academy of Medicine conference and enacted changes in hospital policy. Implemented project to introduce doctors and residents to handheld PDAs to prevent written prescription errors.

Industry Experience:

Deloitte Consulting, San Francisco, CA
Business Technology Analyst; 2007

Facilitated the implementation and support of SAP products to enhance business functionality and overall performance for clients. Assisted in blueprinting and defining specifications for projects in the Energy Industry. Assessed client needs and requirements through data-gathering and fact-finding interviews, built reports and documentation, and communicated needs to help drive organizational change.

Google, Inc., Mountain View, CA
Technical Operations
Support Engineer and Process Analyst; 2006-2007

Acted as part of a collaborative cross-functional analysis team implementing solutions to proactively identify and mitigate abusive and fraudulent behavior on Google's products. Streamlined the investigations process by refining current procedural practices and contributed to proprietary monitoring tools and filters using Python, XML, and SQL. Analyzed workflow data and conducted interviews with personnel to facilitate the review process for the Google News team.

Publications:

Evans, B.M., **Kairam, S.**, and Pirolli, P. Exploring the Cognitive Consequences of Social Search. In *Proceedings of the Conference on Human Factors in Computing Systems (CHI '09)*, ACM Press, 2009. (2nd Place in CHI Student Research Competition).

Evans, B.M., **Kairam, S.**, and Pirolli, P. Do Your Friends Make You Smarter?: An Analysis of Social Strategies in Online Information Seeking. [To Appear] in *Information Processing & Management* special issue on Collaborative Information Seeking, 2009.

Convertino, G., Stricker, T., **Kairam, S.**, et al. Learning Communities in a Large Enterprise. Workshop paper presented at the 3rd *International Workshop on Building Technology Enhanced Learning Solutions for Communities of Practice (TEL-CoPs '09)*, Nice, France. September 2009.

Convertino, G., **Kairam, S.**, et al. Designing a Cross-Channel Information Management Tool for Workers in Enterprise Task Forces. [Submitted to] *Proceedings of the Conference on Human Factors in Computing Systems (CHI '10)*, ACM Press, 2010.

Technical Skills:

Programming Experience: C, C++, Java, Objective-C, Python, SQL

Operating Systems: Windows, Mac

Other: MATLAB, CSS, HTML

Service and Affiliations:

Member, Association for Computing Machinery (ACM)

Member, San Francisco Bay Area Chapter of ACM SIGCHI (BayCHI)

Organizer, PARC Interdisciplinary Data Lunch

Awards:

2nd Place: CHI Student Research Competition, (*CHI '09*).