Lindy Le

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Education

Brown University — Providence, RI
B.S. in Computer Science — 2014 - 2018

- **GPA:** 3.92 / 4.00
- **Relevant Coursework:** Algorithms, Computer Systems, Theory of Computation, Artificial Intelligence, Statistical Inference, Discrete Structures and Probability

University of Washington — Seattle, WA
Graduate Coursework in Communication Leadership — 2020 - 2021

- **GPA:** 3.94 / 4.00
- **Completed Courses:** Psychology of User Experience, Leadership and Communities, Leadership at Every Level

Awards & Honors

- **NSF CISE CSGrad4US Fellowship** ($159,000 overall) — 2025-2028
- **ACM SIGACCESS Travel Scholarship** — 2024
- **2nd Place Mental Health Hack**, Microsoft Global Hackathon — 2020
- **1st Place Cultural Hack**, Microsoft HackEdge — 2020
- **2nd Place Controllerthon Hack**, Microsoft Global Hackathon — 2019

Publications

1. Jina Suh, **Lindy Le**, Erfan Shayegani, Javier Hernandez. (2024). Human-Centered Digital Empathy. *In preparation.*

2. **Lindy Le**. (2024). "I Am Human, Just Like You": What Intersectional, Neurodivergent Lived Experiences Bring to Accessibility Research. *ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '24).*

3. Pranav Khadpe, **Lindy Le**, Kate Nowak, Shamsi Iqbal, Jina Suh. (2024). DISCERN: Designing Decision Support Interfaces to Investigate the Complexities of Workplace Social Decision-Making With Line Managers. *ACM CHI Conference on Human Factors in Computing Systems (CHI '24).*

4. Connor Lawless, Jakob Schoeffer, **Lindy Le**, Kael Rowan, Shilad Sen, Cristina St Hill, Jina Suh, Bahareh Sarrafzadeh. (2024). "I Want It That Way": Enabling Interactive Decision Support Using Large Language Models and Constraint Programming. *ACM Transactions on Interactive Intelligent Systems 14.3.*

5. Mariah Moon, Cullen Sauls, Madhuri Vanguri, Matt Campbell, Carolina Hernandez, Wes Witt, Ravi Gupta, Jeff Bishop, **Lindy Le**. (2019). Detection of Layout Table(s) by a Screen Reader. *U.S. Patent 11,537,586 B2.*

RESEARCH EXPERIENCE

Microsoft Research | Remote from Medford, MA   Jul 2023 - Present
Human Understanding and Empathy Group
Advisors: Jina Suh, Mary Czerwinski

- Create a human-centered benchmark for measuring empathic behavior in human-AI interactions.
  - Main contributions: developing an interactional model of digital empathy by synthesizing 22 papers across multiple disciplines (e.g., neuroscience, machine learning); defining a 7-dimensional measurement scale; designing a mixed methods study to evaluate different generative AI chatbots; and analyzing a dataset of 695 human-AI conversations.
- Facilitated 8 user enactment sessions to understand how value-sensitive digital tools can support organizational decision making in socially situated contexts, analyzing sessions using reflexive thematic analysis.
- Conducted and analyzed 10 semi-structured interviews to test the usability of an AI system that uses LLMs and constraint programming to support dynamic preference elicitation and decision making.

Tufts University | Medford, MA   May 2024 - Present
Assistive Agent Behavior and Learning Lab
Advisor: Elaine Short

- Develop assistive robot algorithms that have the adaptability to support human agency and creative problem-solving.
- Assist in the design and implementation of a bodystorming study to understand how disabled people engage with an assistive robot arm during creative tasks.

INDUSTRY EXPERIENCE

Microsoft, Azure Compute | Remote from Medford, MA   Dec 2020 - Present
Technical Program Manager II

- Develop a multi-semester plan for securing device credential access & the serial console (SAC) and orchestrate cross-organizational collaborations between 17 partner teams.
- Analyzed cloud infrastructure data in KQL and root caused inventory management issues, fixing accuracy problem affecting 1M+ servers.
- Built an automated system to detect and mitigate firmware deployment problems, decreasing customer regressions by over 65%.
- Created an onboarding & centralized documentation system and directed allyship workshops, improving organizational collaboration for 46 employees.

Microsoft, Windows Accessibility | Redmond, WA   Sep 2018 - Dec 2020
Product Manager

- Designed and implemented productivity solutons for neurodivergent users (e.g., focus sessions, intelligent stress-reduction agent), improving engagement for 18.8M users.
- Led a cross-functional team of 14 members to build new assistive technology for people with limited mobility, unblocking sales for 856K users.
  - Responsibilities included: establishing stakeholder consensus on a 3-year roadmap; conducting market and user research; writing 7 product specification documents; and coordinating semimonthly collaborations with 17 external customers.
- Developed a roadmap of screen reader improvements and drove execution of highest priority features (e.g., layout table detection, redesigned sound scheme), contributing to a 47.8% increase in customer satisfaction.

athenahealth | Watertown, MA   May 2017- Aug 2017
Software Engineer Intern

- Developed full-stack transgender-patient workflows in SQL, Perl, and JavaScript for 4 electronic healthcare record services (e.g., patient portal, revenue cycle management), increasing serviceable available market by 6.12M.

Teaching

CSCI 1010: Theory of Computation | Brown University   Aug 2017 - Dec 2017
Teaching Assistant

- Created 10 problem sets, ran weekly office hours and lab sections, and graded assignments.

Activities & Leadership

Boston Area Rape Crisis Center | Cambridge, MA   Aug 2022 - Apr 2023
Volunteer Rape Crisis Counselor

- Provided 4 hours of weekly crisis counseling and sexual violence support for incarcerated survivors.

Assistive Technology Industry Association Conference | Orlando, FL   Jan 2020
Exhibitor

- Presented product demos of Windows' accessibility solutions to over 200 assistive technology professionals and synthesized feedback from occupational therapists, special education teachers, and assistive technology specialists into future product plans.

CSUN Assistive Technology Conference | Anaheim, CA   Mar 2019
Exhibitor

- Publicized Microsoft's screen reader improvements and collected feedback from 35 blind and low vision users, following up with customer engagements post-conference.

Brown Univeristy Ballroom Dance Team | Providence, RI   Jan 2015 - Dec 2016
President

- Managed team finances and planned 4 dance gatherings, each attended by 150 people from across the university and greater Providence community.
- Organized "Dancing with the Professors", a "Dancing with the Stars"-style competition where students and faculty choreograph and perform dances in front of a 500 person audience.

Skills & Other

Programming: Kusto Query Language (KQL), Python, Javascript, HTML/CSS

Interests: acoustic guitar, swing dancing, social psychology, philosophy of science, cognitive neuroscience, transformative justice, disability studies, Tibetan Buddhism, knitting