

## Education

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### **School of Information University of Michigan**

*Ph.D in Information Science Candidate (Estimated Graduation: May 2024)*

- **Specialized Area:** Healthcare, Chatbot, Trust in AI, HCI, UX

### **Graduate School of Convergence Science and Technology Seoul National University**

*Master's student in Digital Contents and Information Studies*

- **Specialized Area:** HCI, UX, relationship between humans and AI, trust in AI, teenage emotional support from AI
- **Thesis:** “Conversational Agents to Support Teenage Emotions: A Study on Machine Properties”

### **Yonsei University**

*B.S. in Psychology, College of Liberal Arts*

*B.S. in Business Administration, College of Business*

## Work Experience

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### **Soft-berry**

*Lead Product Manager*

Seoul, South Korea  
May 2022-June 2023

- Led the product team of a Korean startup (Series A, Funding >8M USD), the owner of EV infra, No. 1 Electric Vehicle Charging Platform Application in Korea.
- Increased major product goals such as existing user retention by 10%, new user retention by 20% through data-based product improvement.
- Coordinated UX researches aimed at discovering prioritized information of electric vehicle users, testing the usability of revamped main page design, and pinpointing obstruction problems of electric vehicle users.
- Managed the integration of Amplitude, a consumer app log tracker, into the application system to understand quantitative app user behavior, leading to data-based decision making.
- Developed product roadmap and growth strategy of the company with CEO and COO.

### **Mainstay**

*UX Researcher (Remote Contractor)*

Seoul, South Korea  
July 2022-December 2023

- Conducted research with a Boston-based startup (Series B, Funding >30M USD) that develops and deploys chatbots to support university students.
- Conducted research on factors that lead to discontinuation of chatbot service by qualitatively and quantitatively analyzing student-chatbot conversation logs.

### **User Experience Lab, Graduate School of Convergence Science and Technology**

*Research Assistant*

Suwon, South Korea  
July 2016-August 2016

*Funded by the Ministry of Health and Welfare, Republic of Korea*

- Provided research support by preparing user studies and participating in observational studies of patients.

## **Caleb & Company Consulting**

Research Assistant

Client: Incheon International Airport Corporation

Client: Korea National Park Service

- Provided research support for consultants by searching for benchmark cases of foreign airport corporations.
- Built a database to develop a safety score scale of national parks by gathering large scale data.

Seoul, South Korea  
May 2014-August 2014

## **Publications**

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### **“Information You Can Trust? A Qualitative Study on Black Americans with Chronic Health Conditions Seeking Trustworthy Information on COVID-19”**

**Junhan Kim**, Jana Muhic, Lionel P. Robert, Sun Young Park

*Computer-Supported Cooperative Work And Social Computing '23*). ACM. 2023. In review

### **“Design and Evaluation Challenges of Conversational Agents in Healthcare and Wellbeing”**

Baki Kocaballi, Emre Sezgin, Leigh Clark, John M. Carroll, Yungui Huang, Jina Huh-Yoo, **Junhan Kim**, et al.

*Journal of Medical Internet Research (JMIR '22)*. ACM. 2022.

### **“Designing Chatbots with Black Americans with Chronic Conditions: Overcoming Challenges against COVID-19”**

**Junhan Kim**, Jana Muhic, Sun Young Park, Lionel P. Robert

*Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '22)*. ACM. 2022.

### **“Seeking Trustworthy Information on COVID-19: A Qualitative Study with the African American Community”**

**Junhan Kim**, Jana Muhic, Sun Young Park, Lionel P. Robert

*CHI Conference on Human Factors in Computing Systems Extended Abstracts (CHI '22)*. ACM. 2022.

### **“Trustworthy Conversational Agent Design for African Americans with Chronic Conditions during COVID-19”**

**Junhan Kim**, Jana Muhic, Sun Young Park, Lionel P. Robert

*CHI 2021 Workshop Realizing AI in Healthcare: Challenges Appearing in the Wild (CHI '21)*. ACM. 2021.

### **“Bridging the Health Disparity of African Americans Through Conversational Agents”**

**Junhan Kim**, Sun Young Park, Lionel P. Robert

*Digital Government: Research and Practice*. ACM. 2020.

### **“Conversational agents for health and wellbeing: Review and future agendas”**

**Junhan Kim**, Sun Young Park, Lionel P. Robert

*Workshop for Computer-Supported Cooperative Work*. ACM. 2019.

### **“Can a Machine Tend to Teenagers’ Emotional Needs? A Study with Conversational Agents”**

**Junhan Kim**, Yoojung Kim, Byunjoon Kim, Sukyung Yun, Minjoon Kim, Joongseek Lee

*Extended Abstracts of the SIGCHI Conference on Human Factors in Computing Systems (CHI '18)*. ACM. 2018.

## “Event-Contingent Experience Sampling Methodology Using Automated Chatbots : In Relation to a Study on TV Watching Behavior”

**Junhan Kim**, Minjoon Kim, Jinyoung Kim, Joongseek Lee

*In Proceedings of the HCIK '17: Human Computer Interaction Korea. 2017.*

## Research Projects

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### **Designing Culturally Relevant Chatbots to Generate Trust**

*Researcher (Ph.D candidate)*

Ann Arbor, USA  
May 2022-Present

- Developed chatbots to validate whether minority populations have a greater trust towards contextually knowledgeable chatbots

### **Designing Chatbots for Black Americans with Chronic Conditions**

*Researcher (Ph.D student)*

Ann Arbor, USA  
May 2020-Present

- Investigated the health management strategies of the African American population with chronic conditions during COVID through interviews and design studies.
- Gathered insight to design chatbots to support the health of the target population through incorporating cultural relevance to the design

### **Developing Cultural Chatbot Concierge**

*Researcher*

Seoul, South Korea  
June 2018-August 2018

*Funded by Korea Creative Content Agency and the Ministry of Culture, Sports, and Tourism*

- Investigated the information behaviors of classical music concert consumers, to develop entertainment-assistant chatbots.
- Conducted a field user study using ExperienceFellow and the Wizard of Oz methodology to gain insights into the information behaviors that occur before, during, and after concert attendance.

### **Imagining Home Entertainment AI Concept**

*Project Manager*

Seoul, South Korea  
March 2018-May 2018

*Funded by LG Electronics*

- Conducted systematic literature review on home and AI functionality, to develop conceptual ideas for smart home use-cases of AI.
- Organized a co-creative workshop to gain insights from various stakeholders on the use-case scenarios of AI in the living rooms.

### **Investigating Premium Oven Voice User Interface (VUI) User Needs**

*Researcher*

Seoul, South Korea  
November 2017-March 2018

*Funded by Samsung Electronics*

- Organized a Wizard of Oz user study and developed a high-fidelity prototype using Amazon Skills to uncover hidden user needs in voice assistants while cooking.
- Analyzed the user speech data by coding and classifying user intent.

## **Big Screen TV Audio Satisfaction Improvement**

*Researcher*

*Funded by Samsung Electronics*

- Investigated the consumer satisfaction of TV audios by recording TV remote logs and asking about intents, contexts, and satisfaction levels, using in-situ chatbots.
- Structured behavior modeling of TV viewers, using SPSS through clustering large scale log data and analyzing interview data.

Seoul, South Korea  
March 2017-December 2017

## **Academic Project**

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### **“Discovering the Trust Factors of the Elderly on Autonomous Vehicles”**

- Designed research studies to investigate the factors that determine the elderly’s trust in autonomous vehicles.

- Conducted qualitative (interview sessions) and quantitative (survey, analysis in SPSS) methods.

Seoul, South Korea  
March 2017-July 2017

### **“Mentorot: A Problem-Sharing Platform for High School Students”**

- Developed a prototype using InvisionApp after conducting focus group interviews and contextual inquiry with high school students.

- Conducted usability tests and evaluation on the developed prototype to address important design issues and errors.

Seoul, South Korea  
September 2017-December 2017

## **Presentations**

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### **“Sometimes It Might Be Better to Talk with a Machine: Conversational Agent Tending to Teenage Emotions”**

*Hokkaido University-Seoul National University Joint Symposium  
Hokkaido University, Sapporo, Japan*

Sapporo, Japan  
November 9, 2018

### **SIGCHI Korea Local Chapter: 2018 Spring Academic Workshop**

*CHI Local Chapter Presentation Session. SIGCHI Local Chapter  
Korea Advanced Institute of Science and Technology, Dae-jeon, South Korea*

Dae-jeon, South Korea  
April 14, 2018

### **“Developing AI Use-Case Using Wizard of Oz and Amazon Skills”**

*HCI(UX) New Trends Seminar. Korea Internet Professional Association. Posco P&S Tower,  
Seoul, South Korea*

Seoul, South Korea  
April 4, 2018

### **“Developing AI Use-Case Using Wizard of Oz and Amazon Skills”**

*Tutorial Session. HCI Korea 2018  
High One Resort, Jeong-son, South Korea*

Jeong-son, South Korea  
December 31, 2017

### **“In-situ & Event-Triggered ESM Using Chatbot”**

*SNUxHCI Groupday Event.  
Seoul National University, Seoul, Korea*

Seoul, South Korea  
August 25, 2017

## Teaching Experiences

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|   |                                   |
|---|-----------------------------------|
| <b>SI 110 (Introduction to Information Studies)</b><br><i>Graduate Student Instructor University of Michigan</i>  | Ann Arbor, USA<br>Winter 2023     |
| <b>SIADS 501 (Being a Data Scientist)</b><br><i>Graduate Student Instructor University of Michigan</i>  | Ann Arbor, USA<br>Winter 2021     |
| <b>SI 110 (Introduction to Information Studies)</b><br><i>Graduate Student Instructor University of Michigan</i>  | Ann Arbor, USA<br>Fall 2021       |
| <b>SI 487 (Senior Final Project Preparation Course)</b><br><i>Graduate Student Instructor University of Michigan</i>                                    | Ann Arbor, USA<br>Winter 2020     |
| <b>SI 405 (Senior Final Project Preparation Course)</b><br><i>Graduate Student Instructor University of Michigan</i>                                    | Ann Arbor, USA<br>Fall 2020       |
| <b>Convergence Camp for Youth</b><br><i>Course Instructor</i><br><i>Advanced Institutes of Convergence Technology (AICT)</i>                            | Suwon, South Korea<br>Summer 2018 |
| <b>Freshman Seminar: Smartphone Makes Me Smarter</b><br><i>Teaching Assistant</i><br><i>Center for Teaching and Learning, Seoul National University</i> | Suwon, South Korea<br>Spring 2018 |
| <b>AP Psychology Course</b><br><i>Course Instructor Sidae Injae Academy</i>   | Suwon, South Korea<br>Winter 2017 |
| <b>Convergence Camp for Youth</b><br><i>Course Instructor</i><br><i>Advanced Institutes of Convergence Technology (AICT)</i>                            | Suwon, South Korea<br>Summer 2017 |

## Honors and Awards

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| <b>Best Poster Presentation</b><br><i>CHI Local Chapter Presentation Session. SIGCHI Local Chapter</i>                                   | Dae-jeon, South Korea<br>2018 |
| <b>Outstanding Academic Scholarship (Tuition)</b><br><i>Department of Psychology, College of Liberal Arts, Seoul National University</i> | Dae-jeon, South Korea<br>2015 |

## **Skills**

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**Statistical Tools: R, SPSS**

**Visualization Tool: Tableau**

**Programming: Python, Visual Basic, HTML, CSS, Javascript**