NICOLE CHI

PRODUCT & TRUST AND SAFETY

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SUMMARY

Hi, I'm Nicole. I'm passionate about creating digital products that work for everyone -- including people who are historically underserved by technology.

In the past few years, I've worked in civic tech, tech policy, and ethical ML. Currently, I focus on trust & safety because I want to ensure that every feature we ship is not only delightful, but also mitigates the risks of harmful user behavior.

FELLOWSHIPS & AWARDS

Mozilla Builders grant (2020), funded to build an MVP of the Mobius Project. Selected as one of 24 teams out of 1300+ applications.

Center for Democracy, Technology and Society Fellow; Center for Long-Term Cybersecurity Fellow (2020), funded to research digital tools for building decentralized movements.

Big Ideas winner (2019-2020), selected as one of 27 winners out of 400+ applications.

UC Berkeley School of Information Fellowship (2019), the highest award for an incoming student.

Bertelsmann Fellowship (2018), funded to conduct research on the future of work and AI policy.

RELEVANT EXPERIENCE

Policy Team, Center for Technology & Society
Anti-Defamation League | June 2020 - current
- Facilitating co-design workshops to come up with policy & product recommendations for Twitter and Facebook as part of the Stop Hate for Profit campaign
- Creating guidelines for the ethical use of ML in content moderation

Research Fellow, Future of Work
Bertelsmann Foundation | Oct 2018 - Apr 2019
- Produced research to inform policymakers on how digital transformation is affecting the future of work in the US and EU
- Research topics: AI policy, surveillance, social media platforms in Asia

Program Coordinator, Pro Bono Tech
Civic Hall Labs | May 2017 – June 2018
- Designed and ran a program which facilitated more than $1 million in pro bono tech services to over 40 nonprofits
- Scoped technical projects and managing teams of engineers, designers, and researchers to execute on these projects

Senior Associate Consultant
Skaled Consulting | Nov 2015 – May 2017
- Worked with C-level, management, and frontline teams across over 30 tech companies to accelerate growth through better processes, training, and technology adoption

PROJECTS

The Mobius Project (Mozilla Builders)
Product Manager & Co-founder | Nov 2019 – current
- Our product aggregates incidents of platform abuse across companies to help tech teams mitigate potential harms of their products using historical data.
- Responsible for setting product roadmap and business strategy, product management, and user research with trust & safety experts
- Funded by: Big Ideas @ Berkeley, Mozilla Builders

Machine Learning & AI Ethics Research
Researcher under Dr. Deirdre Mulligan | Oct 2019 – current
- Writing an academic article for Big Data & Society journal on how ML & AI ethics is being defined and implemented by large tech companies such as Microsoft, Amazon, and Google

Miscellaneous Projects
Various roles | Aug 2018 – Dec 2019
- Created a volunteer-run initative called Intentful Tech Collaborative to work on digital projects for nonprofits in the US and EU
- Designed security features for a messaging app for activists
- Redesigned Creative Commons' search engine for first-time users

EDUCATION

University of California, Berkeley
Masters in Information Management & Systems | 2019-2020
- GPA: 3.98 | Finished Year 1 and decided not to return for Year 2
- Coursework: Applied ML, Information Policy, Quantitative Research Methods, Lean/Agile Product Management, Social Psychology & IT

Amherst College
B.A. cum laude, Economics & Political Science | May 2015