

DANIELA DELGADO RAMOS

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EDUCATION

Ph.D. in Informatics

August 2026

University of Illinois at Urbana-Champaign

Dissertation title: "Technological Mediation of Trust in El Distrito: A Mixed-Methods Analysis of Social Platforms in Marginalized Communities and Grassroots Organizations"

Committee: Peter Darch, Jana Diesner, Ben Grosser, Juan Salamanca (Chair)

B.S. in Interactive Media Design, *cum Laude*

February 2016

Universidad Icesi, Cali, Colombia

RESEARCH EXPERIENCE

Doctoral Researcher

August 2023 – August 2026

Informatics, University of Illinois Urbana-Champaign

- Conducted a mixed-methods dissertation study on the technological mediation of trust within marginalized communities (El Distrito, Cali, Colombia).
- Developed a novel theoretical framework to evaluate trust in high-risk sociotechnical environments, integrating ethnographic observation with social network analysis.
- Led co-design workshops with community stakeholders to prototype a localized social platform, translating qualitative insights into high-fidelity actionable design features.
- Outcomes: Produced and tested a 5-feature high-fidelity prototype currently in analysis to inform local government's digital implementations.

Practicum Researcher

January 2021 – July 2023

Social Computing Lab, University of Illinois Urbana-Champaign

- Investigated cross-cutting communication on online forums (Twitter and CreateDebate) to analyze how users engage with opposing viewpoints.
- Developed and validated a novel analytical pipeline moving beyond simple stance detection to measure "responsiveness" to disagreement.
- Collaborated on the discovery of overlap on online discourse, directly contributing to the paper "Moving Beyond Stance Detection in Cross-Cutting Communication Analysis."

- Outcome: Co-authored work published in Springer Lecture Notes in Computer Science (SBP-BRiMS 2023).

Practicum Researcher

January 2020 – May 2021

Social Viscosity Lab, University of Illinois Urbana-Champaign

- Operationalized psychological theories of identity development and adaptation to enhance computational models of self-organizing groups.
- Engineered a Reinforcement Learning (RL) algorithm to simulate identity generation dynamics within an existing web-based simulation, enabling precise parameter manipulation.
- Performed statistical analysis on interaction fluidity and speed across thousands of simulation runs to identify emergent social patterns.

Research Assistant

August 2018 – May 2020

Social Viscosity Lab, University of Illinois Urbana-Champaign

- Architected and deployed a cross-platform experimental system (Web & Mobile) to study "Smart Bicycle" interactions and urban attractors.
- Designed the end-to-end data pipeline, streamlining the mining, storage, and analysis of sensor data collected from urban mobility experiments.

PUBLICATIONS

Conference Proceedings

Rezapour, R., **Delgado Ramos, D.**, Jeoung, S., Diesner, J. (2023). Moving Beyond Stance Detection in Cross-Cutting Communication Analysis. In Social, Cultural, and Behavioral Modeling: SBP-BRiMS 2023 (Lecture Notes in Computer Science, vol 14161, pp. 317–327). Springer, Cham.

https://doi.org/10.1007/978-3-031-43129-6_30

Reynolds-Cuéllar, P., & **Delgado Ramos, D.** (2020). Community-Based Technology Co-Design: Insights on Participation, and the Value of the "Co". In Proceedings of the 16th Participatory Design Conference 2020 - Participation(s) Otherwise (Vol. 1, pp. 75–84). Association for Computing Machinery. <https://doi.org/10.1145/3385010.3385030>

Posters & Extended Abstracts

Delgado Ramos, D. (2025). *Technological Mediation of Trust in Grassroots Organizations: A Case Study of Social Networking Platforms*. Poster presented at the 88th Annual Meeting of the Association for Information Science & Technology (ASIS&T), Dec. 11 – 12 2025, Virtual.

Delgado Ramos, D. (2023) Technological mediation analysis on Constructive Design Research: A case study of trust, in De Sainz Molestina, D., Galluzzo, L., Rizzo, F., Spallazzo, D. (eds.), IASDR 2023: Life-Changing Design, 9-13 October, Milan, Italy. <https://doi.org/10.21606/iasdr.2023.742>

PRESENTATIONS AND WORKSHOPS

Delgado Ramos, D. (2026, April). Designing for Trust: Lessons from Co-Creating Social Platforms in low-trust Urban Contexts. Presented at the 2026 Public Engagement Summit. Champaign, IL.

Delgado Ramos, D. (2024, February). Technological Mediation of Interpersonal Trust in Colombia. Presented at the Summer Graduate Research Fellows Workshop, Center for Latin American and Caribbean Studies, Urbana-Champaign, IL.

Salamanca, J., & **Delgado Ramos, D.** (2021, June). Inverse generated identity from interactions in self-organizing groups. Presented at the Inverse Generative Social Science (IGSS) Workshop, Washington, DC.

TEACHING EXPERIENCE

Assistant Teaching Professor

Fall 2026 – Present

School of Information Sciences, University of South Carolina

- ISCI 202: Information Literacy and Technology.
- ISCI 283: Battling Misinformation, Deepfakes, and Conspiracy Theories

Instructor of Record, INFO 407: Intro to Python for Data Science

Fall 2023 – Spring 2026

School of Information Sciences, University of Illinois Urbana-Champaign

- Oversee full course administration and pedagogical delivery for a core technical course serving over 100 students per semester.
- Recruit, mentor, and supervise a teaching staff of 3 Graduate Teaching Assistants, ensuring consistency in instructional support.
- Architected a suite of 40+ automated Python grading scripts to streamline assessment, allowing the teaching team to focus on providing qualitative feedback on logic and design.
- Champion an inclusive learning environment by scaffolding complex programming concepts for students from non-technical backgrounds during personalized office hours.

Graduate Teaching Assistant, IS 316: Design of Usable Interfaces

Spring 2023

School of Information Sciences, University of Illinois Urbana-Champaign

- Facilitated studio-based critiques to guide students in the usability evaluation of digital and physical artifacts.

- Fostered active student engagement across a cohort of 40+ students, driving participation in both in-class activities and asynchronous online discussions.
- Mentored student teams through the iterative design process, from initial user research to high-fidelity prototyping.

Graduate Teaching Assistant, INFO 407: Intro to Python for Data Science January 2019 – May 2023

School of Information Sciences, University of Illinois Urbana-Champaign

- Designed visual pedagogical aids to explain abstract code paradigms, significantly enriching the practical Jupyter Notebooks used in class.
- Provided targeted remediation during office hours for students from interdisciplinary backgrounds, adapting explanations to bridge the gap between computational theories and practice.

Graduate Assistant, INFO 490: Data, Machines and Python Summer 2020

School of Information Sciences, University of Illinois Urbana-Champaign

- Developed instructional modules focused on machine learning implementation in Python, emphasizing Linear Regression, Naive Bayes, and Dimension Reduction techniques

Graduate Teaching Assistant, INFO 202: Social Aspects of IT Spring 2020

School of Information Sciences, University of Illinois Urbana-Champaign

- Facilitated weekly discussion sections to critically analyze the ethical and societal impacts of emerging technologies.
- Delivered a guest lecture on "Big Data Ethics," utilizing real-world case studies to contextualize abstract concepts for an undergraduate audience of 100+ students.

Teaching Assistant, Human-Computer Interaction II Fall 2015, Spring 2016

Interactive Media Design, Universidad Icesi, Cali, Colombia

- Guided practical exercises in social experience design, focusing on the mechanics of trust and negotiation in digital interfaces.
- Evaluated final prototypes based on a rubric combining experience delivery, usability standards, and coding efficiency.

Teaching Assistant, Designing with Algorithms Fall 2014, Spring 2015

Interactive Media Design, Universidad Icesi, Cali, Colombia

- Supported design students in mastering algorithmic thinking, prioritizing visual learning paradigms over traditional syntax-heavy approaches.
- Prototyped novel physical interfaces with students using hardware such as Leap Motion, Wii Remotes, and Xbox Kinect to explore embodied interaction

INDUSTRY EXPERIENCE

UX Research Intern

May 2023 – August 2023

Google, Sunnyvale, CA

- Led foundational research on "stress cases" (account lockouts/security failures) impacting marginalized user segments, directly addressing equity gaps in digital identity management.
- Synthesized data from 20+ internal sources to identify systemic barriers in Google's account recovery logic.
- Delivered strategic design recommendations to 15+ cross-functional stakeholders.

UX Mixed Methods Research Intern

June 2022 – August 2022

Google, New York, NY

- Executed large-scale quantitative analysis of product satisfaction, analyzing survey data across 30+ international markets to benchmark performance.
- Diagnosed 5 critical drivers of user satisfaction and proposed 3 regional intervention strategies, which were adopted to improve market-specific product fit.
- Designed and directed a qualitative investigation of the ads ecosystem (15 in-depth interviews), overseeing vendor fieldwork, synthesizing three key pain points and developing joint strategies for cross-team collaboration.

UX Consultant

June 2018 – May 2020

Accenture Interactive (formerly Insitum), Bogota, Colombia

- Led digital transformation engagements for multinational enterprise clients (e.g., Qualia), bridging business requirements with user-centered design strategies.
- Conducted ethnographic field studies and workflow analyses for B2B sales forces, uncovering latent needs that informed service design improvements.
- Managed the end-to-end prototyping and testing lifecycle for enterprise mobile applications, ensuring alignment with diverse stakeholder goals.

UX Design Intern

July 2016 – February 2017

Gestoos (formerly Exipple), Barcelona, Spain

- Prototyped novel interaction models for gesture-recognition software using Unity and C++, contributing to the development of "touchless" interface standards.

SERVICE & COMMUNITY ENGAGEMENT

Fundación Aprender Crear y Crecer, Cali, Colombia

Summer 2024 – Summer 2025

Lead Instructor, Digital Collaboration for Social Leaders (Summer 2025)

- Designed and facilitated a 9-session workshop series on collaborative cloud platforms (Google Workspace), empowering local leaders to digitize administrative workflows.
- Secured a strategic partnership with the National Learning Service (SENA) to provide computer lab access and infrastructure for community participants at no cost.

Technical Advisor, Grassroots Digital Logistics (2024 – 2025)

- Provided technical consultation for grassroots logistics, streamlining processes for governmental compliance, digital form submission, and civic participation responses.
- Mentored community organizers in data management best practices to ensure the sustainability of their digital records.

Instructor, Mobile Literacy for Seniors (Summer 2024)

- Developed and executed a 12-session mobile literacy curriculum for the senior community at Omar Torrijos, focusing on overcoming barriers to digital adoption and enhancing smartphone proficiency.

ACADEMIC SERVICE

Ad Hoc Reviewer: Humanities and Social Sciences Communications (Springer Nature), 2022.

FELLOWSHIP

2023 Tinker Field Research Collaborative Fellowship (\$3500), Center for Latin American & Caribbean Studies, University of Illinois at Urbana-Champaign

SKILLS SUMMARY

Research: User-Research, Quantitative Research, Qualitative Research, Data Science

Programming languages: Python, Java, JavaScript, R, C#

Tools and Frameworks: NumPy, Pandas, Processing, P5JS, React, Unity, Arduino

Design: Co-Design, User-Centered Design, Rapid Prototyping, AR, NUI, Adobe Suite, Figma

Languages: English (Bilingual), Spanish (Native), and German (Medium)