

Mo Houtti

Mixed-Methods Researcher

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My research investigates how we can design AI systems and products that align with users' values.

I blend quantitative and qualitative methods, tailoring my approach to maximize impact.

I oversee research end-to-end, from engaging stakeholders to planning, executing, and delivering insights.

EDUCATION //

Ph.D. in Computer Science (Human-Computer Interaction)
University of Minnesota - Twin Cities **Expected 2025**

M.S. in Computer Science
University of Minnesota - Twin Cities

B.A. in Computer Science and Philosophy
Middlebury College

SKILLS //

primary research · usability testing · large-scale data · surveys · experiments · prototyping · field studies · logs analysis · interviewing · user-centered design · values-sensitive design · cross-functional communication · Python · R · SQL

SELECT RESEARCH EXPERIENCE 2019-2025 //

@ **Google, Trust & Safety Research**: *Facilitating Internal Trust & Safety Practices via Survey Research*

- Created rigorous data foundations by developing research-backed questions for annual global survey of 20,000+ users.
- Derived fundamental insights on users' safety priorities globally via statistical analysis on a large (40,000+ person) survey dataset.
- Amplified impact of team's survey insights by collaborating with research contractors to create internal data products.
- Supported Google's reputation as a leader in Trust & Safety by publishing and presenting original research at top venues.

@ **Wikimedia Foundation**: *Guiding Technical Product Design via Research on User Values and Behavior*

- Informed Wikimedia Foundation's strategy for helping users prioritize content by scoping and executing original research projects.
- Identified core user community values about content prioritization by systematically analyzing log data spanning 11 years.
- Found evidence for a proposed technical solution by deploying a controlled experiment to hundreds of active editors.
- Demonstrated the solution's value by collecting and statistically analyzing large datasets (110,000+ data points) on user behavior.
- Shared insights broadly by publishing and presenting peer-reviewed articles at top HCI venues.

@ **University of Minnesota**: *Identifying Opportunities for AI Agent-based Products to Improve Virtual Meetings*

- Identified novel design opportunities for reducing workplace bias in virtual meetings by interviewing 20+ users across industries.
- Facilitated action on insights by producing executive summary of product design recommendations for Cisco Webex team.
- Generated novel framework for designing meeting AI agents via participatory user-centered design methods and empirical lab study.
- Expanded reach and credibility of design insights by publishing and presenting papers at top peer-reviewed venues.

@ **University of Minnesota (ongoing)**: *Developing a GenAI-based Agent for Virtual Meetings*

- Designed innovative LLM agent-based system by synthesizing research across org studies, psychology, and human-computer interaction.
- Developed a robust prototype for a field deployment by leading a team of 4 junior software developers and a scrum master.
- Demonstrating the prototype's efficacy by evaluating it in a 4-week user study with 120 participants.

SELECT PEER-REVIEWED PUBLICATIONS //

- **M. Houtti**, M. Zhou, L. Terveen, S. Chancellor. 2025. [Observe, Ask, Intervene: Designing AI Agents for More Inclusive Meetings](#). *Proceedings of the CHI Conference on Human Factors in Computing Systems*.
- **M. Houtti**, I. Johnson, M. Warncke-Wang, L. Terveen. 2024. [Leveraging Recommender Systems to Reduce Content Gaps on Peer Production Platforms](#). *International AAAI Conference on Web and Social Media (ICWSM)*.
- **M. Houtti**, M. Zhou, L. Terveen, S. Chancellor. 2023. ["All of the White People Went First": How Video Conferencing Consolidates Control and Exacerbates Workplace Bias](#). *Proceedings of the ACM on Human-Computer Interaction (CSCW)*. ★ **Best Paper Honorable Mention (top 4% of submissions) and Impact Recognition (for work that demonstrates clear practical impact)**.
- **M. Houtti**, I. Johnson, J. Cepeda, S. Khandelwal, A. Bhatnagar, L. Terveen. 2022. ["We Need a Woman in Music": Exploring Wikipedia's Values on Article Priority](#). *Proceedings of the ACM on Human-Computer Interaction (CSCW)*.