**Melissa Mazmanian**

5092 Donald Bren Hall, Irvine, CA 92697 \* 949-824-9284 \* m.mazmanian@uci.edu

*melissamazmanian.com*

|  |
| --- |
| Education |

Massachusetts Institute of Technology, Cambridge, MA *August 2009*

Ph.D. Sloan School of Management: Organization Studies

**Committee:** JoAnne Yates (co-chair), Wanda Orlikowski (co-chair), Lotte Bailyn, John Van Maanen

*Thesis: Understanding the BlackBerry: Negotiating connectivity in different organizational worlds.*

Longitudinal research examining introduction, use, and absorption of wireless email devices into daily communication patterns. Analyzing the effect of mobile and ubiquitous forms of communication on patterns of interaction, work process, work life balance, and power dynamics within three functions of a large U.S. based sales and manufacturing firm.

University of Michigan, School of Information, Ann Arbor, MI *December 2002*

Masters of Science: Information Economics, Management & Policy with emphasis on Human Computer Interaction

The Colorado College, Colorado Springs, CO *May 1997*

Bachelor of Arts: English Literature/Emphasis in Creative Writing with Distinctions. Minor in Concepts of Human Nature

|  |
| --- |
| Professional Experience - Academic |

Associate Professor, University of California, Irvine *July 2015- Current*

Donald Bren School of Information and Computer Sciences, Department of Informatics

Paul Merage School of Management, Organization and Management

Assistant Professor, University of California, Irvine *September 2009- June 2015*

Donald Bren School of Information and Computer Sciences, Department of Informatics

**Research Associate**, Leslie Perlow, Harvard Business School *March 2008 – June 2009*

**Research Associate**, Wanda Orlikowski & JoAnne Yates, MIT Sloan School of Management *Sep 2003 – Dec 2006*

|  |
| --- |
| Professional Experience - Administrative |

Vice Chair, Graduate Affairs, Department of Informatics *July 2017- Current*

Responsible for overall administration and success of graduate programs in the Department of Informatics, including MS and PhD in Informatics, MS and PhD in Software Engineering, and Master’s of Human Computer Interaction and Design. Responsible for developing and enacting policy surrounding graduate education and leading the program learning outcomes assessment process.

DECADE Faculty Mentor, Department of Informatics *January 2016- Current*

Work with students, faculty and administrators to improve climate, inclusion and access at the graduate level.

Advisory Board, Master of Human Computer Interaction and Design *July 2015- Current*

Donald Bren School of Information and Computer Sciences, Department of Informatics

**Co-Director, Center for Organizational Research (**With Nina Bandelj, Sociology)*September, 2015 – Current*

Responsible for overall administration and success of interdisciplinary center (Informatics, Sociology, Social Ecology, Management) including: bringing in guest speakers; running small fellowships program; hosting faculty development workshops; organizing social and research events for COR affiliates.

**UCI Academic Senate Representative, School of ICS** *August, 2015 – August, 2017*

**Co-Director for the Intel Science and Technology Center for Social Computing** (With Gillian Hayes, UCI Site)  
Provided overall leadership for the UCI site of a five- university collaboration during its final year. Responsible for finalizing work and reporting for three-year, $6 million program. *July 2014-May 2015*

|  |
| --- |
| Select Publications |

Journal Articles- Organizations & Information Systems

Lee, M., Mazmanian, M., & Perlow, L. “Fostering Positive Relational Dynamics in Teams: The power of interaction scripts as a resource for change.” ***Academy of Management Journal****.* Forthcoming (January, 2019).

Mazmanian, M. “Worker/Smartphone Hybrids: The Daily Enactments of Late Capitalism.” ***Management Communication Quarterly***. Forthcoming (October 2018)

Mazmanian, M., & Beckman, C. M. (2018). “Making” Your Numbers: Engendering Organizational Control Through a Ritual of Quantification. ***Organization Science***, *29*(3), 357-379.

Pine, K., & Mazmanian, M., (2017) “Artful and contorted coordinating: The ramifications of imposing formal logics of task jurisdiction on situated practice.” ***Academy of Management Journal.*** 60(2): Pages 720-742.

Mazmanian, M., Cohn, M., Dourish, P., (2014) “Dynamic reconfiguration in planetary exploration: a sociomaterial ethnography.” ***MIS Quarterly***, 38(3): Pages 831-848.

Mazmanian, M., Orlikowski, W.J., and Yates, J. (2013) “The Autonomy Paradox: The Implications of Wireless Email Devices for Knowledge Professionals.” ***Organization Science***, 24(5): Pages 1225-1250. **(Winner, Best Information Systems Publications Award).**

Mazmanian, M., (2013).“Avoiding the trap of constant connectivity: When congruent frames assume heterogeneous practices.” *Academy of Management Journal*. 56(5): Pages 1337-1357.

Journal Articles- Human Centered Computing

Dombrowski, L., Hayes., G., Mazmanian, M., & Voida, A. (2014). “E-Government Intermediaries and the Challenges of Access and Trust.” *ACM Transactions on Computer-Human Interaction (TOCHI) Journal*, 21(2): Pages 13-22.

Chen J., Dourish, P., Hayes, G. Mazmanian, M. (2014). “From Interaction to Performance with Public Displays.” P*ersonal and Ubiquitous Computing (PUC): Special issue on understanding performative interactions in public*. Published online, February 2014. http://link.springer.com/article/10.1007/s00779-014-0764-5

Book Chapters

Erickson, I., & Mazmanian, M., (2017) “Bending Time to a New End: Investigating the Idea of Temporal Entrepreneurship” In J. Wajcman and N. Dodd (Eds.), ***The Sociology of Speed: Digital, Organizational and Social Temporalities*.** Oxford University Press. (Peer Reviewed). Chapter 10. Pages: 152-168

Mazmanian M. & Erickson, I., (2016) “Markets of availability and commodification of time in 21st century work: Inducing social forces from situated data.” In K. Elsbach and B. Bechky (Eds.), ***Qualitative Organizational Research: Best Papers from the Davis Conference. Vol 3***. Information Age Publishing Inc. (Peer Reviewed)

Mazmanian, M., Beckman, C., & Harmon, E., (2015) “Ethnography across the work boundary: Benefits and Considerations for Organizational Studies.” In K. Elsbach, & R. Kramer (Eds.), ***Handbook of Innovative Qualitative Research Methods: Pathways to Cool Ideas and Interesting Papers***, Taylor and Francis Group: Organization and Management Series. (Peer Reviewed)

Dourish, P. & Mazmanian, M. (2012). "Media as material: Information Representations as Material Foundations for Organizational Practice." In P. Carlile & D. Nicolini & A. Langley & H. Tsoukas (Eds.), *Perspectives on Process Organization Studies: How Matter Matters: Objects, Artifacts and Materiality in Organization Studies*, Vol. 3: Oxford University Press. (Peer Reviewed)

Mazmanian, M., Orlikowski, W.J., and Yates, J. (2005). “Crackberries: The Social Implications of Ubiquitous Wireless E-Mail Devices.” In C., Yoo, Y., Lyytinen, K and DeGross, J. (Eds.), *Designing Ubiquitous Information Environments: Socio-Technical Issues and Challenges.* Sorensen, Springer, New York. (Peer Reviewed)

Book Reviews

Mazmanian, M. (2016). Book Review: In the Meantime: Temporality and Cultural Politics. *ILR Review*, *69*(2), 510-512.

Full Conference Papers (Peer Reviewed)

Figueiredo, M. C., Caldeira, C. Eikey, V., Mazmanian, M., Chen, Y. (2018). “Engaging with Health Data: The Interplay Between Self-Tracking Activities and Emotions in Fertility Struggles.” ***Proceedings of the ACM Conference on* *Computer Supported Cooperative Work (CSCW ’18). New Jersey, NJ.***

Lanette, S., Chua, P., Hayes, G., Mazmanian, M. (2018). “How Much is “Too Much”?: The Role of a Smartphone Addiction Narrative in Individual’s Experience of Use.” ***Proceedings of the ACM Conference on* *Computer Supported Cooperative Work (CSCW ’18). New Jersey, NJ.***

Rho, E., Mark, G., Mazmanian, M. (2018) “Fostering Civil Discourse Online: Linguistic Behavior in Comments of #MeToo Articles Across Political Perspectives.” ***Proceedings of the ACM Conference on* *Computer Supported Cooperative Work (CSCW ’18). New Jersey, NJ.***

Khovanskaya, K., Sengers,, P., Mazmanian, M., Derrah, C. (2017). “Reworking the gaps between design and ethnography.” ***Proceedings of the ACM Conference on Computer Human Interaction (CHI 2017)****.* Denver, CO.

Rho, E., Haimson, O., Andalibi, N., Mazmanian, M., & Hayes, G.R. (2017). “Class Confessions: “Restorative Properties” in the Online Experience of Socioeconomic Stigma.” ***Proceedings of the ACM Conference on Computer Human Interaction (CHI 2017)***. Denver, CO.

Mazmanian, M. & Lanette, S. (2017). “"Okay, One More Episode": An Ethnography of Parenting in the Digital Age.” ***Proceedings of the ACM Conference on* *Computer Supported Cooperative Work (CSCW ’17).*** Portland, OR. (**Best Paper Honorable Mention)**.

Toll, A. & Mazmanian, M., (2016). “Inscribing individuals into a formalized system: The ‘labor’ performed in material and affective spaces.” Introna, L., Kavanagh, D., Kelly, S., Orlkiowski, W., Scott, S., eds. *Beyond Interpretivism?* ***Proceedings of the: New Encounters with Technology and Organisation, IFIP TC8 WG 8.2 International Working Conferenc****e. Dublin, IR.* Springer Science & Business Media, 2016.

Pine, K. Wolf, C. & Mazmanian, M. (2016). “The Work of Reuse: Birth Certificate Data and Healthcare Accountability Measurements.” ***Proceedings of the iConference 2016.*** Philadelphia, PA. **(Winner. Lee Dirks Award for Best Paper).**

Pine, K. & Mazmanian, M (2015) “Emerging Insights on Building Infrastructure for Data-Driven Transparency and Accountability of Organizations.” ***Proceedings of the iConference 2015.*** Newport Beach, CA.

Mazmanian, M., Erickson, I., & Harmon, E., (2015) “Circumscribed time and porous time: Logics as a way of studying temporality.” ***Proceedings of the ACM conference on Computer Supported Cooperative Work & Social Computing (CSCW ’15)***. Vancouver, British Columbia.

Penzenstadler, B., Tomlinson, B., Baumer, E., Pufal, M., Raturi, A., Richardson, D., Cakici, B., Chitchyan, R., Da Costa, G., Dombrowski, L., Picha Edwardsson, M., Eriksson, E., Franch, X., Hayes, G.R., Herzog, C., Lohmann, W., Mahaux, M., Mavin, A., Mazmanian, M., Nayebaziz, S., Norton, J., Pargman, D., Patterson, D. J., Pierson, J-M., Roher, K., Silberman, M., Simonson, K., Torrance, A.W., van der Hoek, A., (2014) “ICT4S 2029: What will be the Systems Supporting Sustainability in 15 Years?” ***Proceedings of the 2nd International Conference on ICT for Sustainability (ICT4S’14)***. Stockholm, Sweden. **(Best Paper, Honorable Mention)**.

Mazmanian, M. & Erickson, I (2014) “The Product of Availability: Understanding the Economic Underpinnings of Constant Connectivity.” ***Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI’14)***. Pages 763-772. Toronto, Canada. **(Best Paper, Honorable Mention).**

Voida, A., Dombrowski, L., Hayes, G.R. & Mazmanian, M. (2014). “Shared Values/Conflicting Logics: Working Around E-Government Systems.” ***Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI’14)***. Pages 3583-3592. Toronto, Canada. **(Best Paper, Honorable Mention)**.

Pine, K., & Mazmanian, M. (2014) “Institutional Logics of the EMR and the Problem of ‘Perfect’ but Inaccurate Accounts.” ***Proceedings of the 17th ACM conference on Computer Supported Cooperative Work & Social Computing (CSCW ’14)***. Pages 283-294. Baltimore, MD.

Dombrowski, L., Brubaker, J., Hirano, S., Mazmanian, M., and Hayes, H. (2013) “It takes a network to get dinner: Designing location-based systems to address local food needs.” ***Proceedings of the ACM International Joint Conference on Pervasive and Ubiquitous Computing (Ubicomp ’13).*** Pages 519-528. Switzerland. **(Best Paper).**

Harmon, E., & Mazmanian, M. (2013). “Stories of the Smartphone in Everyday Discourse: Conflict, Tension & Instability.” ***Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI ’13).*** Pages 1051-1060. Paris, France. **(Best Paper, Honorable Mention)**.

Dombrowski, L., Voida, A., Hayes, G., and Mazmanian, M. (2012). “The Labor Practices of Service Mediation: A Study of the Work Practices of Food Assistance Outreach.” ***Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI ’12)***. Pages 1977-1986. Austen, TX.

Irani, L., Dourish, P., and Mazmanian, M., (2010). "[Shopping for Sharpies in Seattle: Mundane Infrastructures of Transnational Design](http://www.dourish.com/publications/2010/icic2010-infrastructure.pdf)." ***Proceedings of the 3rd International Conference on Intercultural Collaboration (ICIC ’10).*** Pages 39-48. Copenhagen, Denmark. **(Best Paper)**.

Mazmanian, M., (2006). “Ubiquitous email: Individual experiences and organizational consequences of BlackBerry use.” *Proceedings of Academy of Management Conference, Organizational Communication and Information Systems Division*. Pages D1-D6. Atlanta, GA. (Published in Best Paper Proceedings – 10% accepted papers).