MELISSA MAZMANIAN

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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

Professor & Chancellor's Fellow, University of California, Irvine
Donald Bren School of Information and Computer Sciences, Department of Informatics   *July 2021 – Current*
Paul Merage School of Management, Organization and Management

Associate Professor, University of California, Irvine   *July 2015 – June 2021*
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

PROFESSIONAL EXPERIENCE – ADMINISTRATIVE & EXTERNAL

Chair, Department of Informatics   *July 2021 – Current*
Responsible for overall administration of the Department of Informatics. Responsible for departmental budget and committee assignments, hiring, promotion, and daily departmental administration for an academic unit of approximately 40 faculty, permanent lecturers, and staff.

Vice Chair, Graduate Affairs, Department of Informatics   *July 2017 – June 2021*
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 Masters of Human Computer

Interaction and Design. Responsible for developing and enacting policy surrounding graduate education and leading the program learning outcomes assessment process.

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.

Advisory Board, Master of Human Computer Interaction and Design   *July 2015 – Current*
Donald Bren School of Information and Computer Sciences, Department of Informatics

Organizational Consultant, Premier Management School   *August 2019 – May 2021*
External qualitative researcher brought in to conduct analysis of internal culture. Performed over one hundred and thirty interviews, analyzed key tensions, wrote final report, presented findings in multiple sessions with faculty and school leadership.

Faculty Co-Director, Master of Human Computer Interaction and Design Professional Masters Program,
Department of Informatics (with Stacy Branham)   *September 2019 – September 2020*
Work with program director, on program strategy, marketing, admissions, curriculum design, hiring staff and faculty, student support, career placement, and program assessment.

DECADE Faculty Mentor, Department of Informatics   *January 2016 – September, 2020*
Work with students, faculty and administrators to improve climate, inclusion and access at the graduate level.

Organizational Consultant, AVIAA   *September 2018*
External leader, strategic visioning retreat for top leadership team. Implemented visioning exercises to hone in on business description, core values, aspirational values, market analysis, short term and long-term next steps, and success matrix.

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*

PUBLICATIONS & PRESENTATIONS

Books

Beckman, C. & Mazmanian, M. (2020). *Dreams of the Overworked: Living, Working and Parenting in the Digital Age*. Stanford University Press.

Journal Articles- Organizations & Information Systems

Feldman, E., Reid, E., & Mazmanian, M. (2020) "Signs of Our Time: Time-use as Dedication, Performance, Identity, and Power in Contemporary Workplaces." *Academy of Management Annals*. 14(2), 598-626.

Lee, M., Mazmanian, M., & Perlow, L. (2020). "Fostering Positive Relational Dynamics in Teams: The power of interaction scripts as a resource for change." *Academy of Management Journal*, 63(1), 96-123.

Mazmanian, M. "Worker/Smartphone Hybrids: The Daily Enactments of Late Capitalism." (2019). *Management Communication Quarterly*, *33*(1), 124-132.

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

Eikey, E.V., Caldeira, C.M., Figueiredo, M.C., Chen, Y., Borelli, J.L., Mazmanian, M. and Zheng, K., 2021. Beyond self-reflection: introducing the concept of rumination in personal informatics. *Personal and Ubiquitous Computing*, *25*(3): Pages .601-616.

McDonald, S., Yin, F. and Mazmanian, M. (2020). "Communications technology as symbols of institutional legitimacy in the US congress." *Journal of Information Technology & Politics*, Published online, April, 2020

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*. 18: Pages 1617-1629.

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 Paper Proceedings (Peer Reviewed)

Chua, P.K. and Mazmanian, M., 2022. "The Substance of Style: How Social Class-Based Styles of Interpersonal Interaction Shape Hiring Assessments at Large Technology Companies." *Proceedings of the ACM on Human-Computer Interaction.* **(Diversity Award)**

Chua, P.K., Abraham, H. and Mazmanian, M., 2021. "Playing the Hiring Game: Class-Based Emotional Experiences and Tactics in Elite Hiring." *Proceedings. ACM Human Computer Interaction*.

Chua, P. & Mazmanian, M. (2021). "What Are You Doing With Your Phone?: How Social Class Frames Parent-Teen Tensions around Teens' Smartphone Use." *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '21)*. Virtual.

Chua, P. & Mazmanian, M. (2020). "Are You One of Us?: Current Hiring Practices Suggest the Potential for Class Biases in Large Tech Companies." *Proceedings of the ACM on Human-Computer Interaction (CSCW '20).* Virtual.

Ha Rim Rho, E. and Mazmanian, M. (2020). "Political Hashtags and the Lost Art of Democratic Discourse." *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '20).* Honolulu, HI. **(Best Paper Honorable Mention)**

Ha Rim Rho, E., & Mazmanian, M. (2019). "Hashtag Burnout? An Experimental Study Investigating How Political Hashtags Shape Reactions to News Content." *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '19).* Austin, TX.

Brubaker, J., Hayes, G., Mazmanian, M. (2019). "Orienting to Networked Grief: Situated Perspectives of Communal Mourning on Facebook" *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '19).* Austin, TX.

McDonald, S., & Mazmanian, M., (2019). "Information Materialities of Citizen Communication in the U.S. Congress" *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '19).* Austin, TX.

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 Conference. 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." *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)**.

D O C T O R A L   S T U D E N T S

Current, Primary Advisor:
Marina Fedorova, Informatics
Co-chair with Paul Dourish
Jina Hong, Informatics
Rachel Warren, Informatics
Co-chair with Paul Dourish

Current, Dissertation Committee Member:
Elizabeth Ankrah, Informatics
Lucy Pei, Informatics
Alyssa Rumsey, Georgia Tech

Graduated, Primary Advisor:
Phoebe Chua, Informatics (2022)
Samantha McDonald, Informatics (2021)
Eugenia Rho, Informatics (2020)
Alexandra Toll, Management (2019)
Co-chair with Gerardo Okhuysen
Simone Lanette (Simpson), Informatics (2018)
Ellie Harmon, Informatics (2015)
Lynn Dombrowski, Informatics (2015)
Co-chair with Gillian Hayes

Graduated, Dissertation Committee Member:
Jason Reitman, Informatics (2022)
Leah Horgan, Informatics (2022)
Mayara Costa Figueiredo, Informatics (2021)
Noopur Ravel, Informatics (2020)
Xinning Gui, Informatics (2019)
LouAnne Boyd, Informatics (2018)
Tom Steinberger, Management (2017)
Mark Durocher, Anthropology (2015)
Jed Brubaker, Informatics (2015)
Julia Haynes, Informatics (2015)
Marisa Cohn, Informatics (2013)
Lilly Irani, Informatics (2013)
Silvia Lindtner, Informatics (2012)
Judy Chen, Informatics (2011)

H O N O R S   A N D   A W A R D S

UCI Chancellor's Fellow, Award for "Scholarship with evidence of extraordinary promise for world-class contributions to knowledge, and whose pattern of contributions evidences strong trajectory to distinction."
April 2021 - April 2024

Winner, Best Division Paper. Academy of Management Conference, Organizational Communication, and Information Systems Division (OCIS). Honors Division Paper submitted to conference. Award. "More than Temporal Control: Forms of Agency That Matter to High-Skilled Independent Workers." With H. Abraham, M. Jack, C. Asante-Agyei, I. Erickson, and J. Hong.
August 2021

First Runner Up, Best Published Paper, Academy of Management Conference, Organizational Communication, and Information Systems Division (OCIS). Honors three papers published in the previous year across all management journals by members of the OCIS Academy Division: "Making" Your Numbers: Engendering Organizational Control Through a Ritual of Quantification." With C. Beckman. *Organization Science*   *August, 2019*

Winner, Best Paper: "Constructing and Governing 'Quality' Healthcare." Davis Conference on Qualitative Research. With K. Pine.   *March 2018*

Dean's Award for Excellence in Graduate Student Mentoring   *May 2017*

Winner, Lee Dirks Award for Best Paper, iConference 2016 "The Work of Reuse: Birth Certificate Data and Healthcare Accountability Measurements." With K. Pine and C. Wolf.   *April 2016*

Winner, Best Information Systems Publications Award given by the Association for Information Systems (AIS). Honors up to 5 papers published in the previous year in the information systems discipline across a range of journals: "The Autonomy Paradox: The Implications of Mobile Email Devices for Knowledge Professionals." With W. J. Orlikowski and J. Yates. *Organization Science*   *December 2014*

Chancellor's Award for Fostering Excellence in Undergraduate Research   *May, 2012*

Winner, Best Paper: "Predictable Time off?: Leveraging personal needs to change the micro dynamics of teamwork." Davis Conference on Qualitative Research. With L. Perlow.   *March 2012*

G R A N T S   A N D   F E L L O W S H I P S

NSF Human Centered Computing Program: Understanding the Present and Designing the Future of Risk Prediction IT in Fire Departments, $427,442   *December 2021 – 2024*
PI: Yunan Chen, Co-PI Melisa Mazmanian

UCI Chancellor's Fellowship, $75,000   *April 2021 – 2024*

NSF STS Program: Standard Research Grant: Beautiful Code: Aesthetic Discourse and Aesthetic Practice in a Software Organization, $350,925   *March 2020 – 2023*
PI: Paul Dourish, Co-PI Melisa Mazmanian

NSF Building Capacity in STEM Award: Examining the 'Class Ceiling' in Big Tech, $673,249   *September 2019 – 2022*
PI: Melissa Mazmanian, Co-PI Sharon Koppman

NSF Future of Work at the Human Technology Frontier Award: Augmentation for Tomorrow:
Expanding the Future Capacities of Independent Workers, $598,403   *October 2019 – 2022*
PIs: Melissa Mazmanian & Ingrid Erickson

Robert Wood Johnson Foundation: Impact of Mobile Phones on Perceived Closeness   *March 2016 – 2017*
and Quality of Social Interactions Among Parents and Teens, $188,438
PIs: Gillian Hayes & Melissa Mazmanian

HCC Award: Creating a Data-Driven World: Situated Practices of Collecting, Curating,   *September 2013 – 2016*
Manipulating, and Deploying Data in Healthcare, $500,000
PI, Melissa Mazmanian; Co-PI, Kathleen Pine

Intel Early Career Faculty Honor Program, $40,000   *June 2013*

Intel Science and Technology Center for Social Computing, 6,000,000 ($2,745,000 UCI)

PIs Dourish & Maurer, Co-PIs Boelstorf, Bowker, Hayes, Mazmanian, Patterson, Philip   *June 2012 – May 2015*

NSF VOSS Award: Innovating Across Cultures in Virtual Organizations, $400,000   *August 2010 – 2013*
  PI, Paul Dourish; Co-PI, Melissa Mazmanian

NSF SoCS Award: Scaling Social Networks to Social Movements, $210,870   *September 2010 – 2011*
  PI, Paul Dourish; Co-PI, Melissa Mazmanian

NSF SoCS Award: From Cyberspace to Outer Space: Social Computing and its effects in Large-Scale Planetary
  Exploration Systems, $749,257   *September 2010 – 2013*
  PI, Janet Vertesi; Co-PI, Paul Dourish; Co-PI, Melissa Mazmanian

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SERVICE TO THE FIELD

Journal Editor/Reviewer

- Organization Science, Senior Editor (2018 – 2021)
- Organization Science, Editorial Review Board (2016 – 2018)
- Reviewer: Academy of Management Journal; Administrative Science Quarterly; MIS Quarterly; Organization Studies**;** Information Systems Research; ACM conference on Computer Supported Cooperative Work Conference (CSCW); ACM conference on Computer Human Interaction (CHI)

Conference Organization

- Lisbon Qualitative Methods Summer Workshop – Co-Organizer (2022)
- Cal02 Conference for Organizational Scholars – Co-Organizer (2018)
- alt.CHI – Jury (2017)
- Computer Supported Cooperative Work Conference (CSCW) – Program Committee (2014)
- ACM Conference on Supporting Groupwork (GROUP) – Program Committee (2014)
- Asilomar Qualitative Writing Workshop, December 13-16, 2013 - Organizer
- Computer Supported Cooperative Work Conference (CSCW) – Program Committee, Madness Chair (2011)

Other

- INFORMS Best Dissertation Proposal Competition, Judge (2018)
- Consortium for the Science of Socio-technical Systems (CSST) Advisory board (2014)
- Founding Faculty, Intel Science and Technology Center for Social Computing (2012-2015)
- Multiple Review Panels, NSF
- Advisory Panel, Research Institute for the Science of Socio-technical System