Ya-Xuan He

yaxuanhe@gapp.nthu.edu.tw

Research Interests: Tools for Thought, Human–AI Collaboration

Education

National Tsing Hua University   Feb 2025 - Present
Master of Science in Statistics and Data Science

National Taiwan University   Sep 2018 - Jun 2021
Bachelor of Engineering in Bioenvironmental Systems Engineering

Selected Coursework

Multisensory HCI: Reimagine Future Design Possibilities
Spring 2025

- Designed and conducted a VR-based experimental study examining how visual intensity modulates perceived wind strength under constant haptic feedback.
- Ranked 1st out of 19 students.

Research Experience

Research Assistant — Co-advised by Pei-Yi Kuo and Chi-Lang Yang
Sep 2025 - Jan 2026

- Conducted HCI research on Detachable AI, a project exploring psychologically informed design interventions to mitigate emotional over-reliance on AI systems.
- Reviewed and synthesized related literature, formulated research questions, and developed initial design prototypes.

Work Experience

Data Management Specialist — LINE Taiwan Limited
Apr 2024 - Jan 2025

- Reduced the failure rate of LLM chatbot responses from 20% to 7% by analyzing user question patterns and addressing key dissatisfaction areas, improving customer satisfaction.
- Analyzed and categorized user feedback from customer service chatbots to improve conversational user experience.

Product Manager — Taiwan Mobile
Nov 2022 - Jul 2023

- Conducted user research through surveys and interviews to identify usability issues, informing the redesign of the video player feature.

NTU D-school Design Thinking Teaching Assistant
Jul 2021 - Aug 2022

- Delivered lectures, facilitated discussions, and conducted workshops to help 150 students learn design thinking methodologies and mindsets.

Skills

Experimental design, qualitative interviews, statistical modeling; Python, R