

Shagun Jhaver

Georgia Institute of Technology
College of Computing
School of Interactive Computing
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Education

GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, GA USA

Ph.D. Computer Science (GPA: 4.0) Aug 2015 – present

Advisers: Dr. Amy Bruckman and Dr. Eric Gilbert
Area of Study: Social Computing

UNIVERSITY OF TEXAS AT DALLAS, Richardson, TX USA

M.S. Computer Science (GPA: 3.97) Aug 2012 – Dec 2014

Masters Thesis: *Large Scale Data Mining with Applications in Social Computing*
Adviser: Dr. Latifur Khan

INDIAN INSTITUTE OF TECHNOLOGY BOMBAY, Mumbai, India

B.Tech. Electrical Engineering Aug 2006 – May 2010

Research Interests

Social Computing, Moderation on Social Media, Online Harassment, Social Movements, Online Communities, Social Media Content Analysis, Human Computer Interaction.

Publications

- Eshwar Chandrasekharan, Mattia Samory, **Shagun Jhaver**, Hunter Charvat, Amy Bruckman, Cliff Lampe, Jacob Eisenstein and Eric Gilbert. "The Internet's Hidden Rules: An Empirical Study of Reddit Norm Violations at Micro, Meso, and Macro Scales." *In Proceedings of the ACM Human-Computer Interaction Article 32 (CSCW 2018)*
- **Shagun Jhaver**, Sucheta Ghoshal, Amy Bruckman and Eric Gilbert. "Online Harassment and Content Moderation: The Case of Blocklists." *ACM Transactions of Human-Computer Interaction 2018*
Featured in Editor's Spotlight
- **Shagun Jhaver**, Yoni Karpfen, and Judd Antin. "Algorithmic Anxiety and Coping Strategies of Airbnb Hosts." *In Proceedings of the 35th Annual ACM Conference on Human Factors in Computing Systems 2018*
- **Shagun Jhaver**, Larry Chan, and Amy Bruckman. "The View from the Other Side: The Border Between Controversial Speech and Harassment on Kotaku in Action." *First Monday 2018*
- **Shagun Jhaver**, Pranil Vora, and Amy Bruckman. "Designing for Civil Conversations: Lessons Learned from ChangeMyView." *GVU Technical Report 2017*
- Munmun De Choudhury, **Shagun Jhaver**, Benjamin Sugar, and Ingmar Webar. "Social Media Participation in an Activist Movement for Racial Equality." *In Proceedings of the 10th International AAAI Conference on Web and Social Media. ACM, 2016*
Best Paper Award

- **Shagun Jhaver**, Latifur Khan, and Bhavani Thuraisingham. “Calculating Edit Distance for Large Sets of String Pairs using MapReduce.” In *Proceedings of the ASE International Conference on Big Data 2014*.

Workshop Papers and Posters

- **Shagun Jhaver**. “Designing ‘Understanding Mechanisms’ to Fight Online Harassment.” In *Proceedings of the 35th Annual ACM Conference on Human Factors in Computing Systems 2018*
- **Shagun Jhaver**, Larry Chan, and Sandeep Soni. “PostScholar: Surfacing Social Signals in Google Scholar Search.” In *Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion 2016*

Relevant Coursework

Social Computing, Design of Online Communities, Qualitative Research and Design Methods, Natural Language Processing, Statistics for HCI, Big Data Analytics and Management, Machine Learning, Implementing Advanced Data Structures and Algorithms, Statistical Methods in AI and Machine Learning, Database Design, Artificial Intelligence

Employment History

Georgia Institute of Technology, Atlanta, GA USA Aug 2015 – present

Graduate Teaching and Research Assistant at the [College of Computing](#)

- Conduct in-depth interviews and participant observation with participants on Reddit and Twitter to understand online harassment and moderation on social media; analyze research findings using qualitative methods.
- Use computational techniques to study activist movements on social media, understand perceptions on sensitive issues like race, and predict future protests on the ground.

Microsoft Research, Seattle, WA USA May 2018 – Aug 2018

Research Intern with the Social Technologies Group

- Studied the role of self-directed skill development on economic growth using large-scale search query data.

Airbnb, Inc., San Francisco, CA USA May 2017 – Aug 2017

Research Intern with the Homes 2.0 Team

- Investigated the impact of algorithmic evaluation on users and their work practices in the context of sharing economy platforms by conducting interviews with Airbnb hosts.

Amazon.com, Inc., Seattle, WA USA Mar 2015 – July 2015

Software Developer with the [Vendor Express Team](#)

- Enabled support for mobile users on the Vendor Express platform.
- Developed internal tools for faster support case management.
- Implemented the use of Vendor Express in Germany and Japan.

Brown University, Providence, RI USA May 2013 – June 2013

Research Intern with the [Data Management Research Group](#)

- Helped develop a new system for Big Data Analytics using LLVM and Julia.
- Performed in-memory computations on large clusters in a fault-tolerant manner.

University of Texas at Dallas, Richardson, TX USA

Nov 2013 – Dec 2014

Graduate Research Assistant at the [Department of Computer Science](#)

- Used incremental supervised and semi-supervised learning approaches to adapt Markov Logic Networks for data stream mining.
- Built computational framework to characterize politeness of popular weblogs.
- Implemented real-time sentiment analysis of Twitter posts using Apache RabbitMQ, Elastic-Search and Apache Storm.

Future Group, Mumbai, India

Jan 2011 – Jun 2012

Software Developer with the [Future Bazaar Team](#)

- Head of the Analytics and Business Intelligence Team.
- Conceptualized and implemented Order Life-cycle Management, a system to manage orders.
- Developed an online marketplace for the sellers to track orders, sales summary and product reviews, upload product inventory and manage their profile settings.

INRIA Research Centre, Paris-Rocquencourt, France

May 2009 – July 2009

Research Intern with the [CONTRAINTEs Research team](#)

- Proposed a mathematical model to analyze biomolecular networks; implemented this model using a MATLAB library

References

Available upon request.

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