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**Professional Bio**

Lorna Rivera serves as a Staff User Researcher at Twilio, Inc. Her work focuses on uncovering user needs, motivations, and behaviors to guide development of communication solutions that power our daily interactions. She aims to do this work in both methodologically innovative and socially responsible ways. Rivera has a nearly 10-year history of academic work from her time at the Georgia Institute of Technology and the University of Illinois at Urbana Champaign. During this time, she conducted evaluations primarily funded by the National Science Foundation’s Division of Advanced Cyberinfrastructure to work with multiple high performance computing centers and organizations around the world including Compute Canada, PRACE, RIKEN, Women in High Performance Computing, and XSEDE. Rivera received both her Bachelor of Science in Health Education and her Master of Science in Health Education and Behavior from the University of Florida. Prior to joining Twilio, Rivera worked with a wide range of institutions, including the University of Texas at Austin, Indiana University Bloomington, the American Association of Colleges and Universities, the March of Dimes, Shands HealthCare, and the University of Florida College of Medicine.