

Amy Bickerton

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EDUCATION

Carnegie Mellon Pittsburgh, PA

Master of Design, Communication Planning &
Information Design 2008–2010

BA, English & Creative Writing 2002–2006

ACADEMIC & NONPROFIT WORK

California College of the Arts

Adjunct Professor, Interaction Design 01/2015–present

Double Union Maker Space

Code of Conduct Committee Member 06/2018–present

Voting Member 12/2016–present

Marketplace Risk Management Conference

Panelist: Revolutionizing Trust & Safety 05/2025

Trust & Safety Professional Association TrustCon

Panelist: Designing Safety Tools for Users 07/2024

Chegg UX Week

Speaker: Foresight for Design 05/2019

University of Michigan School of Art & Design

Short-Term Faculty Resident 03/2018

National Association of City Transportation

Officials Designing Cities Conference

Speaker: Innovating for a Better Taxi System 10/2014

Carnegie Mellon University

Visiting Assistant Professor 01–05/2014

Graduate Lecturer 08/2009–05/2010

Researcher, Human-Computer Interaction 05–08/2005

Researcher, Social & Decision Sciences 05–08/2003

Copenhagen Institute of Interaction Design

Visiting Professor of Design 02/2013

Design Principles & Practices

Speaker: Viewing Emotions 01/2011

Design & Emotion Conference

Speaker: Designing for Transformation 10/2010

Microsoft Faculty Summit

Speaker: New Ways of Working 07/2009

PROFESSIONAL EXPERIENCE

Uber San Francisco, CA

Safety & Privacy Product Design Manager II 03/2022–present

Safety & Privacy Product Design Manager 02/2021–02/2022

I currently lead a team of UX designers working on a wide range of products that help prevent harm: from [Uber for teens](#), to the [food allergy settings](#) on Uber Eats, to the [safety](#) and [privacy](#) features riders and drivers use on every ride.

Dropbox San Francisco, CA

Design Research Manager 04/2020–01/2021

Senior Design Researcher 06/2019–04/2020

I led qualitative and quantitative research to identify opportunities, improve usability, and establish measurable UX benchmarks for [Dropbox mobile apps](#).

Goodreads / Amazon San Francisco, CA

Senior User Experience Designer & Researcher 10/2016–02/2019

User Experience Designer & Researcher 01/2015–09/2016

I redesigned the [Goodreads Android app](#), and developed UX patterns for Goodreads' integrations with the [Amazon ecosystem](#), including Kindle e-reader and apps.

Flywheel Taxi Software Redwood City, CA

User Experience Designer & Researcher 11/2012–12/2014

I worked with cross-functional partners to understand and serve the needs of drivers, passengers, taxi fleets, and cities.

Reputation.com Redwood City, CA

User Experience Researcher 12/2011–12/2012

I led research efforts and helped define the strategy for consumer, small business, and enterprise products.

Gotomedia San Francisco, CA

User Experience Strategist 06/2010–01/2012

I designed and executed research for a variety of clients, including Samsung and Pearson Education.