

MICHAELA B. BENK

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SUMMARY

Interdisciplinary researcher with 8+ years of experience in Human-Centered AI and a track record as an expert and speaker at high-level roundtables and international AI forums. My PhD focused on designing transparent AI systems to support responsible decision-making. My methodological toolbox includes experimental and survey design, as well as large-scale text analysis, with advanced proficiency in Python and R.

EDUCATION

- 2020-2025 **Dr. sc. Human-Centered Artificial Intelligence** · ETH Zurich [Zurich, Switzerland](#)
Thesis: *Human-Centered Approaches to Designing and Evaluating Transparency in AI-assisted Decision Making*, supervised by Prof. Florian von Wangenheim
Selected Coursework: Experimental Social Sciences; Hacking for Social Sciences; Applied Statistics in Psychology
- 2016-2019 **M.A. Multilingual Textanalysis** · University of Zurich [Zurich, Switzerland](#)
Thesis: *Data Augmentation for Automated Hate Speech Detection in Lower Resource Settings*, supervised by Dr. Simon Clematide
Selected Coursework: Automatic Text Processing, Natural Language Processing, Cross-Linguistic Transfer of Lexical Semantic Representations
- 2008-2011 **B.A. International Communication** · Dominican University [Chicago, Illinois, USA](#)
Award: *Dean's List (grade point average of >3.8/4.0)* 2008-2011
Selected Coursework: Intercultural Communication, Organizational Communication, Comparative Politics, International Relations

WORK EXPERIENCE

- Nov 2019-
Mar 2025 **Researcher** · Mobiliar Lab for Analytics, ETH Zurich [Zurich, Switzerland](#)
Participation in large-scale Chatbot design project for road assistance. Teaching assistance for seminar "Machine Learning, Applications and Society: Interpretability, Transparency, and Trust."
- Feb-Apr
2023 **Visiting Researcher** · School of Computing and Information Systems, University of Melbourne [Melbourne, Australia](#)
Joint project to evaluate hypothesis- and recommendation-driven decision-support systems. Supervised by Prof. Tim Miller.
- Oct 2018-
Sep 2019 **Technical & Digital Project Associate** · University of Zurich [Zurich, Switzerland](#)
Improved and automatized productivity assessment. Provided technical support during events. Graphic and web digital of digital content. Assisted in research project focused on digitalization in university settings, contributing to the advancement of educational technology.
- Jul 2016-
Feb 2018 **Coordinator** · Zurich Center for Linguistics [Zurich, Switzerland](#)
Facilitated communication with researchers and students in linguistics. Responsible for the upkeep of digital content. Planned and participated in various projects and events, including workshops, conferences, and citizen science. Responsible for personnel and financial administration.

- Jan-May 2016 Research Assistant · University of Zurich [Zurich, Switzerland](#)
Research assistance in Swiss National Science Foundation (SNSF) project “The epistemics of grammar: A comparative study of co-constructions in Czech, French, German”.
- Apr 2015-Jan 2016 Customer Relations Manager · Dacuda AG [Zurich, Switzerland](#)
Oversaw and enhanced technical customer support operations (including the creation of an informative webpage, user-friendly manuals and tutorials, and engaging newsletters to improve client engagement and satisfaction).
- Apr 2012-Oct 2014 Consular Assistant · Embassy of Switzerland [Chicago, IL/ Washington D.C., USA](#)
Planned annual consular conference for the U.S. / Canada and assisted in management of embassy administration/ logistics. Maintained Swiss civil registries, processed visa applications, assisted with the organization of cultural events.
- Jun 2011-Mar 2012 Research Assistant, McNeill Lab, Center for Gesture and Speech (*discont'd*), University of Chicago [Chicago, Illinois, USA](#)
Research assistance in two projects on intercultural and multimodal dyadic rapports in Human-Human and Human-Computer Interactions.

PUBLICATIONS

- 2025 Hypothesis- and Recommendation-Driven Strategies for Responsive Decision Support
BENK, M.,FRÖHLICH, A., WANGENHEIM, F.,MILLER, T.
Under review
- 2025 Bridging the Knowledge Gap: Understanding User Expectations for Trustworthy LLM Standards
BENK, M.,WETTSTEIN, L., SCHLICKER, N.,WANGENHEIM, F.,SCHAROWSKI, N.
AAAI Conference on Artificial Intelligence (AAAI 2025)
- 2024 Twenty-Four Years of Empirical Research on Trust in AI: A Bibliometric Review of Trends, Overlooked Issues, and Future Directions ([link](#))
BENK, M., KERSTAN, S., WANGENHEIM, F., FERRARIO, A.
AI & Society
- 2023 Certification Labels for Trustworthy AI: Insights From an Empirical Mixed-Method Study ([link](#))
SCHAROWSKI, N., **BENK, M.,**KÜHNE, S.J.,WETTSTEIN, L.,BRÜHLMANN, F
Proceedings of the 2023 ACM Conference on Fairness, Accountability, and Transparency (FaccT)
- 2022 “Is It My Turn?” Assessing Teamwork and Taskwork in Collaborative Immersive Analytics ([link](#))
BENK, M., WEIBEL, R.FEUERRIEGEL, S.FERRARIO, A.
Proceedings of the 25th ACM Conference On Computer-Supported Cooperative Work and Social Computing (CSCW)
- 2022 Investigating Employees’ Concerns and Wishes Regarding Digital Stress Management Interventions With Value Sensitive Design: Mixed Methods Study ([link](#))
KERR, J., NAEGELIN, M., **BENK, M.,** WANGENHEIM, F. MEINS, E., VIGANÒ, E., FERRARIO, A.
Journal of Medical Internet Research
- 2021 The Value of Measuring Trust in AI - A Socio-Technical System Perspective ([link](#))
BENK, M., TOLMEIJER, S., WANGENHEIM, F., FERRARIO, A.
CHI 2022 Workshop on Trust and Reliance in AI-Human Teams (TRAIT)

- 2021 Creative Uses of AI Systems and their Explanations: A Case Study from Insurance ([link](#))
BENK, M., WEIBEL, R., FERRARIO, A.
CHI 2022 Workshop on Human-Centered Explainable AI (HCXAI)
- 2020 Explaining Interpretable Machine Learning: Theory, Methods and Applications
BENK, M., FERRARIO, A..
Working paper available on SSRN
- 2019 Natural Language Processing in Arts Management ([link](#))
 CIELIEBAK, M., BENITES, F., LEUSCHEN, L., **HNIZDA***, M., BETZLER, D.
Zeitschrift für Kulturmanagement
- 2012 Characterizing collaboration with metapragmatics: Using PreK virtual manipulatives on a multi-touch tabletop ([link](#))
 EVANS, M., RUSSELL, K., **HNIZDA***, M., McNEILL, D.
PROCEEDINGS OF THE 10TH INTERNATIONAL SOCIETY OF THE LEARNING SCIENCES (ISLS)

**published under previous name*

INVITED TALKS

- July 2025 (upcoming) AI for Human Rights: Smarter, Faster, Fairer Monitoring (Invited Expert)
AI for Good 2025 Global Summit
- Nov 2024 Transparency Challenges in Human Rights Monitoring (Invited Speaker)
GHRP Annual Conference - Expert Roundtable on Digital Human Rights Tracking Tools and Databases
- Apr 2024 Guest Lecture on Human-Centered Explainable AI in course 'KI und Ethik'
University of Basel
- Nov 2023 Welcoming Sentient AI (Panelist)
Zurich Independent Art Exhibition
- May 2023 Explainability and Trust: The Importance of the Human Factor (Panelist)
European Data Protection Supervisor IPEN event on Explainable Artificial Intelligence (XAI)
- Sep 2022 Data Science zum Anfassen (Invited Speaker)
Scientifica: Zurich Science Days
- Apr 2019 Monitoring Hate Speech Online (Invited Speaker)
Annual meeting of the United Nations High Commissioner for Human Rights

OTHER INFORMATION

- Technical Skills* **Languages** · Advanced: PYTHON, R. Basic: CSS, HTML, SQL
Frameworks · SCIKIT-LEARN, GENSIM · Basic: KERAS, PYTORCH, TENSORFLOW
Linguistic Annotation · PRAAT, ELAN
Data Visualization · MATPLOTLIB, SEABORN, PLOTLY, BIBLIOMETRIX (R), VOSVIEWER, GEPHI
Graphic Design · Adobe Suite (Illustrator, InDesign, Photoshop)
- Languages* German (native) · English (near-native) · French (fluent)
 · Czech (fluent - verbal) · Italian (advanced) · Spanish (basic)