

John Zimmerman



John Zimmerman is the Tang Family Professor of Artificial Intelligence and Human-Computer Interaction at Carnegie Mellon University. He's a user experience and service designer who researches human-AI interaction, human-robot/agent interaction, and AI innovation. He's been designing novel, intelligent systems for more than 25 years, ranging from one of the first TV show recommenders to real-time transit arrival systems to decision-support tools for implanting mechanical hearts to a system that keeps parents from forgetting to pick up their children. He's published more than 200 papers, is a member of the ACM CHI Academy, and has been an AAAS Leshner Fellow. He teaches UX design, service design, lean startup, and how to design AI products and services. While working for Philips early in his career, he invented how everyone scrolls on their smartphones and tablets.