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EDUCATION	**University of California, Berkeley** Aug 2005 – May 2012 PhD in Information, Management, and Systems Thesis Title: The Evolving Braid: An Ethnography of Technology Change in Developing Regions **University College London**, United Kingdom Sept 2002 – Sept 2003 M.Sc. Data Communications, Networks, and Distributed Systems **Cornell University**, Ithaca, New York, United States Aug 1995 – January 1999 Bachelor in Computer Science
RESEARCH EXPERIENCE	**University of Cape Town,** South Africa Aug 2014 – Present **Senior Lecturer, Department of Computer Science** Responsibilities include teaching (mobile design, HCI, software engineering and research methods), supervising postgraduate research students. Acting Director of the UCT Centre in Information and Communications Technologies for Development (ICT4D). Member of the Science Faculty Research Ethics Committee and the Technology Innovation Agency Seed Fund Steering Committee. Research focus: persuasive health, mobile health education, mobile content creation, co-design, community-based cloudlets. **Microsoft Research India,** Bangalore, India Aug 2012 – June 2014 **Postdoctoral Researcher, Technology for Emerging Markets** *ASHA-Assist:* quantitatively evaluating persuasiveness of mobile phone-based video to flipcharts for maternal health education in Orissa, India. *Non-Prescribed Use of Mobiles for Development:* studying organizational policies around non-work use of mobile phones deployed for health data collection. *Mobile Data Collection*: understanding data quality and quantity production in Ugandan health facilities. Interns: Anupama Roy (Nottingham), Ariel Schwartz (University of Texas, Austin)
RELATED WORK EXPERIENCE	**Actional**, Mountain View, CA (contract) December 2001 – May 2002 **Web Application Design Expert** August 2002 – September 2002

Successfully led team of 7 developers to build SOAPswitch, a Web services management platform based on J2EE and JSP, and *recipient of Web Services Journal's World Class Product Award*, by coordinating development and timelines of several teams, and integrating this project with the rest of the product. Also employed human-computer interaction design principles to create user interface, described by Web Services Journal as *"clear, unambiguous, and extremely well documented, and one of the best examples of a browser-based wizard I've worked with in a while."*

Ensim Corporation, Sunnyvale, CA   September 1998 – October 2001
Member of Technical Staff (Software Engineer)
Co-designed and developed Web Appliance, a three-tiered web hosting control panel currently used to host over 750,000 domains. Led team in development of OpCenter Java, the management console for Ensim's flagship product, ServerXchange, a centralized, automated software distribution and server monitoring solution used by over half of the top ten U.S. Service Providers. (early employee, founded 1998)
Other Projects: Reseller Billing Manager, Network Animation Viewer

SELECTED JOURNAL PUBLICATIONS

Human-Computer Interaction for Development: The Past, Present and Future. *M. R. Ho,* T. N. Smyth, M. Kam, and A. Dearden. In Information Technology and International Development (ITID), Vol. 5, No. 4. Dec. 2009.

Stories from the Field: Reflections on HCI4D Experiences. Y. Anokwa, T. N. Smyth, D. Ramachandran, J. Sherwani, Y. Schwartzman, R. Luk, *M. Ho,* N. Moraveji, B. Derenzi. In Information Technology and International Development (ITID), Vol. 5, No. 4. Dec 2009.

The Case for Technology for Developing Regions. E. Brewer, M. Demmer, B. Du, K. Fall, *M. Ho*, M. Kam, S. Nedevschi, J. Pal, R. Patra, and S. Surana. IEEE Computer. Volume 38, Number 6, pp. 25-38, June 2005.

SELECTED
CONFERENCE
PAPERS

Co-designing with Mothers and Neonatal Unit Staff: Use of Technology to Support Mothers of Preterm Infants. C. Mburu, C. Wardle, Y. Joolay, and *M. Densmore.* In Proceedings of AfriCHI2018. Windhoek, Namibia. December 2018

Exploring Co-Design with Breastfeeding Mothers. C. Wardle, M. Green, C. Mburu, and *M. Densmore.* In Proceedings of CHI 2018, ***with Honorable Mention.*** Montreal, Canada. April 2018.

Video Consumption Patterns for First Time Smartphone Users: Community Health Workers in Lesotho. 'M. Molapo, B. DeRenzi, and *M. Densmore*. In Proc. of CHI2017, ***with Honorable Mention***. Denver, Colorado, USA. May 2017.

Designing with Community Health Workers; Enabling Productive Participation through Exploration. M. Molapo, *M. Densmore* and L. Morie. In Proceedings of the First African Conference for Human-Computer Interaction (AfriCHI2016). Nairobi, Kenya. November 2016.

A First Look at Mobile Internet Use in Township Communities in South Africa. A. Phokeer, D. Johnson, *M. Densmore*, and N. Feamster. In Proceedings of ACM DEV 2016. Nairobi, Kenya. November 2016.

Apps and Skits: Enabling New Forms of Village-To-Clinic Feedback for Rural Health Education. M. Molapo, *M. Densmore,* L. Morie. In Proceedings of ACM DEV 2016. Nairobi, Kenya. November 2016.

Leveraging Intermediated Interactions to Support Utilisation of Personal Health Informatics. N. Katule, *M. Densmore*, and U. Rivett. In Proceedings of the Eighth International Conference on Information and Communications Technologies and Development (ICTD2016). Ann Arbor, Michigan, USA. May 2016.

The Evolving Braid: How an Organization in Uganda Achieved Reliable Communications. *M. Densmore*, B. Bellows, J. Chuang, and E. Brewer. In Proceedings of the Sixth International Conference on Information and Communication Technologies and Development (ICTD2013): Papers. Vol. 1, (pp. 257-266). ACM. December 2013.

Claim Mobile: When to Fail a Technology. *M. Densmore*. In Proc. of ACM SIGCHI Conf. on Human Factors in Computing Systems (CHI 2012), May 2012.

Claim Mobile: Engaging Conflicting Stakeholder Requirements in Healthcare in Uganda. *M. R. Ho*, E. K. Owusu, and P. M. Aoki. In Proceedings of Information, Communications Technology, and Development 2009 (ICTD2009). Doha, Qatar. April 18-19, 2009.

SELECTED GRANTS AND AWARDS	2018 OpenCellular Telecom Infra Project (US$25,000)
	2018 NAKFI Challenge (US$500,000)
	2015 Strengthening Information Society Research Capacity Alliance (SIRCA) III on Open Development Grant (US$16,710)
	2010 Global Social Venture Competition Social Impact Assessment Award (First Place, $5,000)
	2007-2010 Blum Center for Developing Economies Grant ($90,000)
SELECTED AFFILIATIONS	**Association for Computing Machinery**, Member since August 2004
	SIGCHI Research Ethics Committee, Member since 2016