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His research interests include Internet & Multimedia Quality of Experience (QoE) management, Internet measurement, VoIP, network security, and online games. Many of his recent works focused on the human factors in network systems, including QoE measurement, user perception and behavior modeling, and QoE-aware system design. He received a Best Paper Award (with Ieng-Fat Lam and [Ling-Jyh Chen](#)) in IWSEC 2008 and K. T. Li Distinguished Young Scholar Award from ACM Taipei/Taiwan Chapter in 2009. He is a member of ACM, IEEE, IICM, and CCISA.