

# SARA CAGLE

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Kirkland, WA, USA

## Education

### M.S. Human Centered Design & Engineering

University of Washington Dec 2022

### B.S. Computer Science (HCI and Web)

### B.S. Applied Language & Intercultural Studies

(Mandarin Chinese)

Georgia Institute of Technology Dec 2016

### Chinese as a Second Language

Peking University June 2015

## Technology

### Prototyping & Design:

Figma, Adobe Photoshop, Sketch, Balsamiq,  
Inkscape, Laser Cutting, Visio, Arduino

### Front-end:

JavaScript, TypeScript, Angular, React, HTML,  
CSS, Sass, D3, WPF/XAML, Browser Extensions

### Back-end:

C#, Java, Python, Flask, NodeJS, SQL, Arduino,  
C++

### DevOps:

Azure Application Insights, Kusto, PowerBI,  
Azure DevOps

## Skills

- Written communication
- User interviews
- Rapid prototyping
- Attention to detail
- Interaction & experience design
- Sewing, textile management

## Published Resources

- [Bridging the Gap Between Designers & Engineers](#) on UX Collective
- [Journey Map of Grad School](#) on Medium

## Foreign Languages

- Mandarin Chinese (Advanced, HSK 6)
- English (Native)

## Interests

- Teaching, tutoring, & mentorship
- 3D fabrication
- Social computing, CSCW
- International engagement
- E-textiles

Front-end developer with a technical background in [HCI](#). Fiercely passionate about my customers' experience. Transitioning to a [user research](#), [interaction/experience design](#), or [program management](#) role.

## Projects

### VR Onboarding & Learning User Research with Zoe

Jan–March 2022

User Researcher

- **Outline pain points** for new users when onboarding into [Zoe's Oculus app](#).
- **Developed a 6-week research schedule** to conduct research via surveys, expert and novice interviews, heuristic analysis, and competitive analysis.
- Created and **recruited respondents** for exploratory survey ( $n=103$ ).

Methods: Surveys, user interviews, competitive analysis, heuristic analysis

### Firefox Customization User Research with Mozilla

Jan–March 2020

User Researcher

- Analyzed the Firefox browser customization feature to provide **usability insight and recommendations for increased adoption**.
- **Recruited, interviewed, and conducted usability tests** with target users

Methods: Heuristic evaluation, user interviews, screener surveys, Systems Usability Survey (SUS), moderated usability tests

### HomeGuide Prototype for First Time Home Buyers

Sept–Dec 2019

User Researcher & Experience Designer

- Designed, tested, and **iterated** on an **interactive Figma prototype**.
- Explored the homebuying process from **multiple lenses** to **pinpoint problem areas** for first time buyers. Interviewed realtors, potential first-time buyers, and recent first-time buyers.
- Conducted an online survey ( $n=133$ ) to understand trends from first time home buyers.
- **Created personas** around common experiences from target users.

Methods: Surveys, user interviews, competitive analysis, heuristic analysis, persona design, journey maps, rapid prototyping with Figma

### Virtual Reality Exploration

June–Aug 2020

Experience & Interaction Designer

- Explored **designing for virtual reality** with body storming, 3D sketching, and usability testing.
- Designed **soundscapes, lighting concepts, and storyboards** for a [walkthrough cathedral experience](#).
- Engaged in cockpit designs through **usability testing** a custom, [VR hot air balloon](#).
- Outlined a [language learning VR experience](#) including unique **gestures, story, and interactions**.

Methods: storyboarding, 3D sketching, usability testing, body storming, sculpting

### Cross-cultural & Language Research

Jan–June 2021

Researcher

- Led a **quantitative research study** on the [differences of information shared during web account creation between Korean and American web users](#).
  - Designed a **quantitative study** in both English and Korean to study the two target user groups.
  - Used **Amazon Mechanical Turk** to recruit and test target users.
  - Processed **one-, two-, and three-way ANOVAs** to compare user responses.
- Led a **case study** on [the use of QR codes in mainland China](#), exploring the cultural impact of QR codes on Chinese users and vice versa.
  - Conducted interviews with Americans in both America and China and Chinese nationals in America and China.

Methods: user interviews, surveys via Amazon MTurk, statistical analysis

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## Professional Experience

### Microsoft Professional Services

July 2017–Present

Software Engineer 1 & 2 | Full-stack and Front-end

#### SAP Excel Add-On Installer

- **Designed, developed, and tested** an installation and troubleshooting tool for an Excel Add-on.
- **Wrote specs** based on technical requirements, conducted **customer interviews**, and collaborated with other teams to understand customer needs.
- Created **documentation and walkthroughs for non-technical users** on usage and maintenance of the tool.
- Directly impacted for **500+ customer-facing project managers**, enabling access to project financial data.

*Methods: ethnography, user interviews, technical analysis of existing software solutions, usability studies, accessibility focus*

#### Telemetry Management

- Directed and **mentored** an intern project on implementing telemetry within the Project Management Experience web app (see below).
- Built the original **architecture** on which the telemetry was created.
- **Created, managed, and reviewed** several **PowerBI dashboards** surrounding end **user engagement** with the app.

*Technology: PowerBI, TypeScript, Kusto Query Language*

#### Project Management Experience Web App

- **Lead UX engineer:** drove a **Figma-based, modernized redesign** of the app.
- Experienced **scrum master** for a team of 8 to 13 people, including offshore.
- **Reduced end user load time:** optimized and abstracted the code, reduced duplication and network calls.
- Focused on developers as the **target users** when writing code.
- Drove initiative to **reduce technical debt** for developers, decreasing cost.
- Spearheaded an initiative to write **thorough documentation**.

*Technology: Typescript, C#, Figma, Azure DevOps, Azure Application Insights*

### IBM

May 2016–Aug 2016

Extreme Blue Technical Intern

#### Social File-Sharing Service Browser Extension

- **Lead front-end developer.**
- Created a **Chrome Extension** to improve the **discoverability of content** and collaborators through the IBM Connections internal social platform.
- Designed and developed visual components using the existing **design system** to integrate into the UI.

*Technology: Sketch, JavaScript, jQuery, GraphDB, IBM Bluemix*

References available upon request.