

SARAH CIANCIOLA

EDUCATION

Georgia Institute of Technology

M.S. Human Computer Interaction (Interactive Computing)

GPA: 4.0

August 2023 - May 2025

Milwaukee School of Engineering University (MSOE)

B.S. User Experience, Minor: Psychology

GPA: 3.94

September 2020 - May 2023

Professional Experience

Quantitative UX Research Intern - Global Payments

Product Operations Team

Atlanta, GA | June 2024 - August 2024

- Lead a research study leveraging Google Analytics and Microsoft Clarity to understand user behavior from a developer portal and presented actionable findings to the UX Designers and Product Owners
- Conducted 5 unmoderated user tests to understand how developers were interacting with a homepage to guide future design changes
- Created a dashboard to continuously understand the user behavior of sales professionals to streamline future research
- Measured the impact of the internal design system by conducting 8 usability testing sessions and tracked KPIs to validate the effectiveness of the design system

Research Assistant - Wellness Technology Lab

Georgia Institute of Technology

Atlanta, GA | October 2023 - June 2024

- Performed inter-rater reliability for 342 academic journals to understand youths' interaction with social media usage
- Wrote the methods section of a literature review paper
- Conducted inter-rater reliability for 1476 social media press releases to explore youth's interaction with social media usage

UX Research Intern - Johnson Controls

Customer Experience Team

Milwaukee, Wisconsin | July 2021 - May 2023

- Analyzed data from usability tests and user interviews from 10+ studies, creating actionable insights for designers and developers
- Conducted internal research using affinity modeling to understand the research team's needs to create a company wide data repository

PORTFOLIO & CONTACT

sarahcianciola20.github.io

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SKILLS

Research:

Affinity Modeling • Card Sorting • Contextual Inquiry • Data Analysis • Data Visualization • Interviewing • Journey Maps • Personas • Usability Testing • Surveys

Design:

Infographics • Interaction Design • Information Architecture • Sketching • UI Prototypes • User Flows • Wireframes

Tools:

Acrobat • Aero • Figma • Illustrator • Photoshop • Qualtrics • XD

Coding:

HTML/CSS • Java Script

Extracurriculars

Georgia Tech MS HCI Instagram

Team Lead | September 2023 - Current

MSOE University Women's Soccer

Division III Student Athlete | September 2020 - May 2023

AWARDS

MSOE Dean's List, High Honors

Fall 2020 - Spring 2023

Matthew Stachelzki Memorial

Scholarship Winter 2022