

Hailie Caetta

St. Charles, Missouri

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Education

Arizona State University

Bachelor of Human Systems Engineering
(UX)

Mar. 2023 – May 2026

Tempe, Arizona

Relevant Coursework

- Qualitative Research Methods
- Human Systems Integration
- Statistics for Human Systems Research
- Human-Computer Interaction
- Info Design / Usability
- Design Systems

Experience

Starbucks Coffee Company

Shift Supervisor

August 2022 – Current

St Louis, Missouri

- Supervise daily store operations in a fast-paced environment, coordinating workflow, delegating tasks, and ensuring consistent service quality.
- Analyze customer behavior and order patterns to identify opportunities for improving service flow and reducing bottlenecks.
- Apply human-centered thinking to improve team processes, enhance workflow efficiency, and support employee well-being.
- Lead shift transitions, communicate priorities, and ensure alignment between teams, demonstrating strong interpersonal and communication skills.

Projects

UX / Human Systems Engineering Projects

- Conducted usability tests, heuristic evaluations, and user interviews for multiple course-based UX projects.
- Designed wireframes, prototypes, and design systems using tools such as Figma and Adobe Creative Cloud.
- Analyzed qualitative and quantitative data to create insights, personas, and actionable recommendations.
- Applied cognitive psychology, perception, and human factors principles to improve interface usability.
- Collaborated in multidisciplinary teams to deliver research-backed UX solutions for web and mobile applications.

Technical Skills

Languages: HTML5, CSS3 / SASS, JavaScript, SQL, R, Python

Developer Tools: VS Code, Adobe Creative Cloud, Github, Canva

Technologies/Frameworks: Responsive Web Design, Usability Testing

Leadership / Extracurricular

- Facilitated team communication and conflict resolution to maintain a positive working environment.
- Provided performance feedback and coaching to peers, increasing consistency and accountability.
- Adapted quickly to dynamic situations, demonstrating resilience, emotional intelligence, and strong problem-solving skills.