Product Design Undergraduate Student

Isak Winter

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Profile

- Product design student at the University of Minnesota; minoring in computer science and UX design
- Work experience demonstrates analytical thinking and intuition
- Designed and developed several websites and apps
- Experienced in web development, Adobe suite, model-making, sketching, rendering, and CAD software

Education

University of Minnesota Twin Cities, Minneapolis, MN | Product Design B.S.

- 3.7 GPA
- On Fall 2024 College of Design Dean's List
- Minor in computer science and user experience
- On track to graduate May 2027

Technical Skills

Proficient in: HTML, CSS, Javascript, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Solidworks, KeyShot, Figma

Work Experience

Erik's Bike Shop Inc, Rochester, MN and Saint Paul, MN
Assistant Service Manager | May 2023 - May 2024, Aug 2024 - Present

- Submit detailed warranty requests to ensure quick processing and improved customer experience
- Assist and mentor new employees, answering repair questions and correcting any problems
- Manage workload, repair scheduling, and mechanic assignments to maintain efficiency

Erik's Bike Shop Inc, Rochester, MN
Interim Service Manager | May 2024 - Aug 2024

- Temporarily promoted to a service manager position during a university summer break
- Collaborated directly with warranty departments, improving coordination
- Handled shop maintenance, expenses, and shipments, streamlining store operations
- Further ensured customer satisfaction, repair quality, and efficiency

Erik's Bike Shop Inc, Rochester, MN
Mechanic | Jun 2021 - May 2023

- Rapidly adapted and learned all common adjustments and part replacements
- Completed advanced repairs and technical training
- Resolved customer service issues
- Consistently surpassed speed and efficiency targets

Leadership Experience

FIRST Robotics FRC Team 2530, Rochester, MN
Sub-team lead | Sept 2018 - Aug 2023

- Led graphic design subteam for four years, creating designs for robot sponsor panels, team merchandise, and outreach materials
- Led event scouting and strategy efforts for two years
- Fully designed and developed "Swerve Scout": an offline progressive web app for event scouting that improved scouter engagement, data presentation, and data quality
- Redesigned and redeveloped the base of the current team website from scratch and improved efficiency, modernity, and content delivery
- Worked in the programming subteam and assisted with essential robot control functions
- Collaborated to create FIRST Impact Award submissions for five years; presented directly to judges for three