Mahi Patel

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EDUCATION

University of North Carolina at Chapel Hill – Chapel Hill, NC   August 2022 – May 2026
Bachelor of Science in Information Science and Minor in Media and Journalism | GPA: 3.626
Relevant Classes
Mejo 581: UX Design and Usability   Spring 2025
- Explored theory and practice of UX design with emphasis on usability, design principles, aesthetics, and research
- Completed multiple UI challenges involving **wireframing and prototyping**, while providing peer feedback to strengthen design critique and collaboration skills
- Conducted **user research, usability testing, and user interviews** to inform design decisions.
- Worked through the full **UI/UX process** to redesign a local law research firm's website, improving clarity, usability, and delivering a modernized design.

EXPERIENCE

OWS OASIS IT Support Technician – Chapel Hill, NC   September 2024 – Present
OASIS Tier One Support
- Provide desk-side support for clients in need
- **Install operating systems**, software, and configure installations to UNC campus domain
- Analyze and improve workflow efficiencies, enhancing **IT support** operations
- Lead and collaborate with colleagues to successfully drive project completion, ensuring timely delivery and alignment with key objectives

App Team Carolina – Chapel Hill, NC   February 2024 – Present
UI/UX Designer – Luminary
- Leverage **Figma** to design and prototype user-friendly interfaces for Luminary App
- Develop expertise in **Wireframing** and **Prototyping** using Figma
- Conduct basic **User Experience Research** to cultivate information to improve in app navigation
- Collaborate with a team of front-end and back-end developers, project managers, and other UI/UX designers
UI/UX Bootcamp Learning Assistant.   February 2024 – May 2024
- Collaborate with a group of 4 people to effectively provide **high-quality education**
- Facilitate participant learning by ensuring comprehension and providing constructive feedback

North Carolina Dept. of Transportation (NCDOT) – Raleigh, NC   May 2025 – August 2025
Data Analysis Intern
- Analyzed large data sets to spot gaps, propose new data categories, and improve reporting accuracy and usability
- Built interactive **Power BI dashboards** that transform raw transportation data into a more digestible, clear visual
- Presented insights and gather feedback in daily **SCRUM meetings**, aligning priorities with cross-functional teams
- Tracked tasks in a **Kanban workflow**, ensuring timely delivery of dashboard updates and data-quality enhancements

Launch Chapel Hill – Chapel Hill, NC   October 2024 – May 2025
UI/UX Design Intern
- Redesigned the Launch Chapel Hill website to improve **usability**, **accessibility**, and modern aesthetics
- Applied **design thinking principles** to enhance navigation and overall user experience across key pages
- Maintain and update the website with timely information on new programs and initiatives
- Ensure **visual consistency** across pages using updated UI components and responsive design techniques

TECHNICAL SKILLS & ADDITIONAL QUALIFICATIONS

- **Software Programs**: Figma, Adobe Illustrator, Microsoft Excel, Microsoft Word, Canva
- **Web Development & Programing**: HTML, CSS, JavaScript, Python, SQL