Payton Lo

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Experience

Epic Systems — *Quality Manager and UX Advisor*
Jul 2023 - Current

- Navigated complex changes and led impactful projects on the core controls team, catching and documenting 100+ QA notes.
- Traveled on-site to hospitals to engage and connect with users.
- "Focused on the user" by conducting in-person user task-based testing to analyze the efficacy of new development.
- Volunteered internally to create icons using Illustrator.
- Strategized with a variety of designers and relevant stakeholders as a project lead for an accessibility feature spanning the software.

By the Book— *User Experience Design Intern*
Jun 2021 - Aug 2021

- Worked through the product design process to create a custom video player for the company's upcoming product.
- Created tutorials and updated webpages for the company's site.
- Utilized Figma and Protopie to create dynamic prototypes.
- Conducted live user research to assess effectiveness of designs.

Acura of Bellevue – *Service Assistant*
Jun. 2022 - Aug. 2022

- Contacted, advised, and scheduled up to 50 customers for vehicle service per day.
- Co-managed a team of mechanics for accelerated vehicle service.
- Learned receptionist duties and taught a new hire relevant skills.
- Learned and performed duties for four unique positions to assist with the needs of the company.

Extracurriculars

Intercollegiate Forensics — *Division II Whitworth Forensics Team*
Sep 2019 - May 2022

- Received scholarship
- Competed and placed in multiple speech events and debate.
- Collaborated with teammates to help them succeed.
- Ranked 11th IPDA speaker in the nation for Junior division for 2020 – 2021 season.
- Assisted in Fall 2022 with preparing teammates and running extemporaneous preparation for Whitworth's tournament.

Leadership/Volunteer Experience

2022 – Current: Whitcode club Events Coordinator, Tutor

2021–2022: ACM Peer Mentor

2020: Volunteered to assist in creating a redesigned website for the Carl Maxey Center.

Education

Whitworth University, Spokane, WA
Sep 2019 - May 2023
B.A. Human-Computer Interaction (HCI)
Psychology Minor
GPA: 3.92

Veritas Academy, Sammamish, WA
Sep 2015 - Jun 2019
High School Diploma
GPA: Unweighted: 4.0
        Weighted: 4.1
SAT: 1410

Skills

- C++ (including OOP)
- Internet Applications: HTML, CSS, Javascript
- Adobe Illustrator, InDesign, Photoshop, XD
- Protopie
- Figma
- UX Research
- Communication