

**Sarah Maldonado**  
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### **Technical Skills**

- **Software/Tools:** Microsoft applications, Canva, Figma
- **Programming Experience:** Python, R, JavaScript, HTML, MySQL, Bash

### **Education**

**Florida State University** – Tallahassee, FL  
**Bachelor of Science, Information Technology**  
Dean's List: Fall 2021 - Spring 2025  
President's List: Fall 2024

June 2021 - May 2025

### **Lambda Pi Eta**

Spring 2025

- Maintain a 3.5 GPA while staying active within the College of Communication and Information and the broader Florida State University community.
- Attended meetings with app developers who shared their experiences in designing, developing, and launching mobile applications.

### **Professional Experience**

**Information Technology Services**, Florida State University – Tallahassee, FL

Classroom Technology Support Intern

January 2025 – April 2025

- Assisted in troubleshooting classroom AV equipment, including projectors, microphones, and lecture capture systems, ensuring seamless technology use for faculty and students
- Trained professors on Zoom for remote learning, adapting explanations to different technical skill levels.
- Managed support requests by answering phones and creating detailed service tickets, ensuring correct documentation and quick response time..

### **Projects**

**Application Design**, *Florida State University*

January 2024 – May 2024

- Collaborated with a team of 4 to research how to design an app for children with asthma and their parents.
- Addressed the challenge of simplifying medical information for children by developing age-appropriate content and user-friendly designs.
- Designed app prototypes and presented them to the class, demonstrating the app's features and potential impact on asthma management.

**Taste Test Prototype Project**, *Florida State University*

January 2025 - May 2025

- Used Figma to build interactive prototypes that guided users through the application by focusing on ease of use and attention to detail.
- Implemented user testing to deepen my understanding of user-centered design by observing how participants interacted with the prototype and identifying places for improvement.
- Improved at explaining design choices, taking in feedback, and making thoughtful updates based on user responses.

