

Sarah Maldonado

Tallahassee, FL 32304

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Skills

- **Computer proficiency:** Microsoft applications, Canva, Figma
- **Programming experience:** Python, R, JavaScript, HTML, MySQL, Bash

Education

Florida State University – Tallahassee, FL
Bachelor of Science, Information Technology

Expected: May 2025

Professional Experience

Information Technology Services, Florida State University

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.
- Developed strong communication and instructional skills by training professors to use Zoom for hybrid and remote learning, adapting explanations to different technical skill levels.
- Managed incoming support requests by answering phones and creating detailed service tickets, ensuring efficient documentation and resolution of classroom technology issues.

Projects

Application design, Florida State University

January 2024 – May 2024

- Collaborated with a team of four 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

Awards

International Baccalaureate Certificate

June 2021

Florida Bright Futures Academic Scholar Award

June 2021 – May 2025

Dean's list

August 2022 - May 2024