



# SARAH PAO

Multidisciplinary UX Designer

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## Summary

UX designer with a background in mechanical engineering. Brings 5+ years of experience specializing in customer centric research, design, and problem solving. Passionate about developing engaging experiences in the digital and physical space for all

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## Skills

- User research and usability testing
- Information architecture
- Technical communication
- Prototyping, wireframing, user flow
- Visual design in Figma, Adobe Photoshop, Illustrator
- Basic understanding of HTML, CSS, JavaScript

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## Experience

### Customer Service Associate

07/2021 - 01/2023

Lowe's Home Improvement | Syracuse, NY

- Addressed inquiries, resolved customer issues, and managed customer relations.
- Prioritized the safety of coworkers and shoppers by communicating with managers regarding repeated safety nonconformances
- Trained 7 new hires on products and services, best practices and procedures to reduce operational shrink.
- Recommended and initiated product offerings to meet customer's changing needs.

### Associate Mechanical Engineer

07/2017 - 09/2019

Carrier Corporation | Syracuse, NY

Sustaining Engineer

- Analyzed sales data to understand customer needs and teamed up with field engineers to address customer questions and complaints
- Supported manufacturing team with production problems
- Investigated high-failure products for root causes and worked with both internal and external groups toward a solution

New product development

- Conducted simulation to evaluate system performance and capacity to meet 2023 requirements

### Research Assistant

02/2013 - 05/2017

Rochester Institute of Technology, RIT | Rochester, NY

- Researched in mechanical properties of polylactic acid (PLA) blends for packaging applications
- Designed experiments and developed processes for producing and testing samples on 4 pieces of equipment
- Organized, analyzed, and presented data to aid the decision-making process

- Trained new assistants on various test equipment
  - Produced extrusion-blown films and 3D printing filaments from custom formula PLA blends for 3 research groups
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## Projects

### Non-profit Organization Webpage Redesign

Alley Cat Allies

- Redesigned the layout and reorganized content on the Take Action landing page to show relevant information at the top of the page.
- Added a clear Call To Action (CTA) to the page.
- Updated the site with minimalist style to decrease the user's cognitive load.

### Government Agency Homepage Redesign

US Department of Education

- Updated the department of education's website homepage for a more modern look.
- Eliminated multiple side navigation menus by introducing hierarchy to the main navigation and content.

### Mobile App Design

JED is a platform that focuses on building trust between the seller and customers.

Customers have access to detailed information on the product and a cost breakdown of each item they purchased. Information about the sellers is easy to find and customers can also support them with donations.

- Created a mobile app to solve common problems online shoppers and small business owners face.
  - Identified user problems, brainstormed solutions, and created prototypes for testing.
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## Education and Training

**Certificate:** UX/UI Design

11/2022

University of Minnesota - Twin Cities | Minneapolis, MN

**Bachelor of Science:** Mechanical Engineering Technology

06/2017

Rochester Institute of Technology | Rochester, NY

- 3.94 GPA
  - Graduated summa cum laude
  - Outstanding Undergraduate Scholar Award Recipient
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## Portfolios and Profiles

- <https://sarahpja.github.io/PortfolioSite/index.html>
- <https://www.linkedin.com/in/sarahlpao/>