

SARAH LAUREN PAO

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SUMMARY

UX designer with a background in mechanical engineering. Multidisciplinary creator passionate about developing engaging experiences in the digital and physical space. Specialize in minimizing frustration by solving user problems with the help of data. Awarded Outstanding Undergraduate Scholar from RIT for excellent academic achievement and accomplishment in research on bioplastic (PLA).

TECHNICAL SKILLS

Software Languages: HTML, CSS, JavaScript, C++ **Tools:** Figma, InVision, Adobe Suite, CAD

EXPERIENCE

Customer Service Associate

Lowe's Companies, Inc *Syracuse, NY*

Assist customers in the paint and home decor departments. Custom window treatments installed sales. Maintain accurate inventory to reduce operational shrink.

Associate Mechanical Engineer

Carrier Corporation *Syracuse, NY*

Sustaining engineer for commercial rooftop packaged units. Continuous improvement of legacy products, root cause analysis, and collaboration with field engineers regarding customer complaints. Identified customer preference from sales data and potential quality issues from warranty data.

New product development. Conducted simulation and designed test sequences to evaluate system performance and capacity to meet 2023 requirements.

Infrastructure Engineering Co-op Supply Chain Quality

GE Aviation *Lynn, MA*

Facilitated incorporation of engineering changes. Reduce over 400+ aged WIP/MRB by 50%. Perform internal audits. Identified the root causes of repeating issues and ensure effective implementation of corrective actions.

EDUCATION

Boot Camp Certificate: *University of Minnesota, MN*

An intensive 6-months long boot camp dedicated to user experience design. Skills learned consist of Figma, HTML5, CSS, JavaScript, Bootstrap, User-Centric Design Research, Visual Prototyping & Wireframing, User Interface Development.

Bachelor's of Science: *Rochester Institute of Technology, Rochester, NY*

Mechanical Engineering Technology (the more hands-on cousin of ME)

Museum Studies concentration

Summa cum laude

GPA: 3.94