

# Sarah Lauren Pao

Multidisciplinary UX designer who specializes in minimizing frustration by solving user problems that make people want to pull their hair out.

(650) 682-8849

sarahpja@gmail.com

## EXPERIENCE

### Customer Service Associate

*Lowe's Home Improvement*

JULY 2021 - PRESENT

Assist customers in the paint and home decor departments. Custom window treatments installed sales. Maintain accurate inventory count.

### Barback/Cashier/Customer Service

*Wunderbar Syr, Tops Friendly Markets, Recess Coffee*

SEPTEMBER 2019 - JULY 2021

Ensured a clean working environment for customers and other employees. Insured ingredients are stocked and fresh. Prepared food for customers on order.

### Associate Mechanical Engineer

*Carrier Corporation*

JUNE 2017 - SEPTEMBER 2019

Sustaining engineer for commercial rooftop packaged units. Continuous improvement of legacy products, root cause analysis, and assisting field engineers with customer complaints.

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

## EDUCATION

### UX/UI Design Certificate *University of Minnesota*

JUNE 2022 - NOVEMBER 2022

UX/UI Bootcamp

### Bachelor's of Science-MET *Rochester Institute of Technology*

2012 - 2017

Mechanical Engineering Technology (the more hands-on cousin of ME) Museum Studies concentration. GPA: 3.94

## SKILLS

Figma, InVision, HTML, CSS, Adobe Suite, CAD

Problem Solving, Customer Experience, Product Development, Vendor Relations, Quality

User Research, Competitor Analysis, Heuristic Evaluation, Prototyping, Wireframing, User Journey, Usability Test

## AWARDS

**Outstanding Undergraduate Scholar** from RIT for excellent academic achievement and accomplishment in research on bioplastic (PLA)

## LANGUAGES

English

Mandarin Chinese