

SARAH LAUREN PAO

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Portfolio: <https://sarahpja.github.io/PortfolioSite>

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

PROJECTS

Non-profit Organization Webpage Redesign

Alley Cat Allies

Redesign the layout and reorganize content on the Take Action landing page to show relevant information at the top of the page. Add a clear CTA to the page. Update the site for a more minimalist style to decrease the user's cognitive load. Redesign the navigation menu with meaningful labels.

Government Agency Homepage Redesign

US Department of Education

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

Mobile App Design

JED

Create a mobile app to solve common problems online shoppers and small business owners face. Identify user problems, brainstorm solutions, and create prototypes for testing. 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.

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-month long boot camp dedicated to user experience design. Skills learned include Figma, HTML5, CSS, JavaScript, Bootstrap, User-Centric Design Research, Visual Prototyping & Wireframing, and 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