

JAQUAN STARLING

202-643-1579 | jaquanstarling@gmail.com | www.jaquanstarling.com | linkedin.com/starlingjaquan

WORK EXPERIENCE

MITRE

McLean, VA

Human-Centered Design Strategist

Oct 2023–Present

- **Inspired senior executives to become champions of human-centered design** through influential storytelling, persuasive data, and thoughtful strategy.
- **Facilitated a high-impact strategic ideation workshop** for 12 senior executives leading to increased collaboration and the generation of 35 novel ideas to enhance resource allocation and utilization within the division.
- **Developed the team's initial facilitator guide** to orchestrate and optimize focus group interviews, strategically outlining the precise structure and objectives. This approach ensured a standardized data collection process.

Business Systems Engineer (Associate)

Jun 2022–Oct 2023

- **Established and documented the user story strategy**, capturing the end-to-end process users go through, leading to the development of 3 comprehensive user journey maps that identified pain points and opportunities for improvement.
- **Utilized qualitative analysis techniques** to translate insights into impactful customer journey maps. Unveiled essential pain points and improvement opportunities, showcasing 26 possible improvements to the user experience.
- **Influenced UX/UI design through analysis** of a research study conducted by interviewing 9 customers where valuable insights on account status and processing time were extracted.

Verizon

Tampa, FL

Data Center Operations Intern

Jun 2021–Aug 2021

- **Generated 15% in savings** by enhancing Data Center equipment air flow models leading to a substantial cost savings of \$3050.
- **Revitalized AutoCAD report by** updating reports to accurately reflect the latest advancements in building electrical control systems. This resulted in a 10% reduction in errors overall improving project efficiency.
- **Communicated key takeaways** and best practices to senior leadership to optimize operational efficiency and drive growth for the department.

Next Era Energy

Miami, FL

Thermal Analysis Intern

Jun 2020–Aug 2020

- **Developed an algorithm** using Python to automate and analyze large data sets from a mesh network.
- **Assisted in modeling** a 25-foot service water bypass line from a piping and isometric drawing using Caesar II.

National Science Foundation

Miami, FL

Hardware Engineering Intern

May 2019–Aug 2019

- **Engineered a low-cost finger-based heart rate sensor** to provide an economical solution for blood pressure prediction.
- **Presented research to 125 audience members** at FIU's College of Engineering Summer Research Symposium.

SKILLS

- | | | |
|-----------------------|-----------------------------|-----------------------|
| • Design Thinking | • Market Research | • Group Facilitation |
| • Technical Writing | • Customer Journey Mapping | • User Interviews |
| • Customer Experience | • Usability Testing(remote) | • Process Improvement |

PROJECT EXPERIENCE

Miami-Dade Solar Solution

Miami, FL

Project Manager

Aug 2021–May 2022

- **Launched an interactive map** of Miami Dade County displaying 81 zip codes with information about climate hazards, solar panel investment information, and infrastructure recommendations.
- **Arranged 5 stakeholder interviews** to evaluate project scope, enlist feedback, and determine stakeholder needs.

Predictive Policing in Artificial Intelligence (AI)

Miami, FL

Research Team Lead

Mar 2021–May 2022

- **Led a seven-person team** to establish project scope, timeline, and newsletter considerations.
- **Conducted literature review** on the intersection between racial justice and artificial intelligence technologies.

EDUCATION

Florida International University, Miami, FL

May 2022

Bachelor of Science in Interdisciplinary Engineering