

JAQUAN STARLING

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EDUCATION

Florida International University, Miami, FL Graduated 2022
Bachelor of Science in Interdisciplinary Engineering GPA: 3.55/4.0
Minor: Computer Science Honors College | Dean's List

WORK EXPERIENCE

MITRE, McLean, VA Jun 2022-Present

Associate Business Systems Engineer

Veterans Affairs Equity Assessment Analysis

- Created and documented 5 user stories, capturing the end-to-end process users go through, leading to the development of comprehensive user journey maps that identified pain points and opportunities for improvement.
- Presented discovery findings of user stories to the sponsor, highlighting the significance of human-centered design and its impact on the project's approach, influencing decision-making and fostering a user-centric mindset.
- Developed the governance team's initial facilitation guide, outlining the structure and objectives of focus group interviews, ensuring a standardized and effective data collection process.

Customer Experience Modernization Assessment

- Contributed to the creation of comprehensive customer journey maps, identifying pain points, emotional states, and opportunities for improvement throughout the customer journey.
- Conducted four comprehensive customer interviews, extracting valuable insights on account status and processing time, which directly informed the redesign of the sponsor's website, resulting in an enhanced user experience.
- Initiated discussions with the sponsor and higher-level leadership based on presented customer journey maps, resulting in the recommendation of 5 actionable improvements to enhance the customer experience.

Verizon, Tampa, FL Jun 2021–Aug 2021

Data Center Operations Intern

- Improved Data Center equipment air flow models to reduce power consumption by 15% saving \$3050 in costs.
- Updated and reviewed AutoCAD reports to reflect current building electrical control systems.

Next Era Energy, Miami, FL Jun 2020–Aug 2020

Thermal Analysis Intern

- 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.
- Communicated key takeaways and best practices to senior leadership.

National Science Foundation, Miami, FL May 2019–Aug 2019

Hardware Engineering Intern

- Engineered a low-cost finger-based heart rate sensor to provide an economical solution for blood pressure prediction.
- Collected and analyzed experimental pulse data to determine device efficiency.
- Presented Blood Pressure Prediction research at FIU's College of Engineering Summer Research Symposium.

PROJECT EXPERIENCE

Energy Grid Decision Making Under Long Term Climate Hazard Uncertainty Aug 2021–May 2022

- Built 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.

Assistive Communication App Mar 2021–Apr 2021

- Designed a graphical user interface application using Python and Tkinter for children with communication disabilities.
- Implemented user feedback into application design resulting in a more accessible app.

Predictive Policing in Artificial Intelligence (AI) 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.

SKILLS & INTERESTS

Skills: Design Thinking, Technical Writing, Storytelling, Market Research, Information Design and Strategy, Journey Mapping, Usability Testing(remote), Group Facilitation, Stakeholder Interviews, Process Improvement, Contextual Research, User Interviews, Process Analysis, Human Centered Design

Interests: Writing, Yoga, Reading