

JAQUAN STARLING

202-253-2519 | jaquanstarling@gmail.com | www.jaquanstarling.com | linkedin.com/starlingjaquan

WORK EXPERIENCE

MITRE

Human-Centered Design Strategist

McLean, VA

Oct 2023–Present

Digital Services Evaluation

- **Analyzed 408 qualitative customer survey responses**, identifying preferences for online vs paper forms. Developed 8 thematic areas, directly influencing the creation of focus group topics for deeper exploration of customer behavior.
- **Compiled a detailed evaluation of 3 mobile applications**, to understand their value for individuals on their immigration journey, with the goal to influence the agency's development of a native application.

Veteran Affairs Reasonable Accommodation Program Equity Assessment

- **Collaborated with cross-functional teams** to integrate user-centered design principles into future business process maps by adopting an equity centered approach to ensure user representation at all development stages.
- **Spearheaded the creation of 4 user personas** to articulate responsibilities, goals, and frustrations, humanizing the accommodation process and highlighting areas for improvement.

Innovation Toolkit

- **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.
- **Conducted a team retrospective workshop** with 19 members, fostering an emotionally safe environment and collaboratively identifying project strengths and areas for improvement.

Business Systems Engineer (Associate)

Jun 2022–Oct 2023

Customer Experience Modernization

- **Influenced UX/UI design through analysis** of a research study conducted by interviewing 9 customers where valuable insights regarding account status and processing time were extracted.
- **Led usability testing** on U.S. citizenship paper forms, identifying key issues and generating 48 actionable recommendations to enhance the user experience and reduce confusion.

Veteran Affairs External Complaints Program Equity Assessment

- **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.
- **Inspired senior executives to become champions of human-centered design** through influential storytelling, persuasive data, and thoughtful strategy.

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.
- **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 using piping and isometric drawings in Caesar II.

National Science Foundation

Miami, FL

Hardware Engineering Intern

May 2019–Aug 2019

- **Engineered a low-cost finger-mounted heart rate sensor** to provide an economical solution for blood pressure prediction.

SKILLS

- Design Thinking
- Technical Writing
- Market Research
- Customer Journey Mapping
- Usability Testing (remote)
- User Personas
- Surveys
- Group Facilitation
- User Interviews

EDUCATION

Florida International University, Miami, FL

May 2022

Bachelor of Science in Interdisciplinary Engineering