

# Caroline Mao

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## Education

BARNARD COLLEGE,  
COLUMBIA UNIVERSITY  
Class of 2022, New York, NY  
B. A. Computer Science  
Concentration in Software  
Applications  
GPA: 3.6

## Skills

User interface design  
User experience design  
Visual design  
Wireframing  
Prototyping  
User research  
Usability testing  
Information architecture  
Design systems

## Tools

Figma, Sketch, XD  
Cursor, v0  
Storybook  
Photoshop, Illustrator, InDesign  
HTML/CSS, JavaScript, React  
Git/GitHub

## Activities

ART DIRECTOR,  
SINE THETA MAGAZINE  
June 2021 – Present  
Lead art direction and manage team  
of 5 designers in designing quarterly  
print issues in InDesign.

## Experience

PRODUCT DESIGNER, ASTRANA HEALTH  
Jan 2023 – Present, New York, NY (Remote)

- Built application for internal care managers 0 → 1 as the only designer, growing from 0 to 150+ users who serve a population of 1M+ patients.
- Led end-to-end design on key features like care plans, activity feeds, patient profile, and outreach tools, enabling users to more effectively coordinate care.
- Collaborated with product, engineering, and clinical and executive stakeholders on product discovery, strategy, and release.
- Spearheaded introduction of Storybook for design system documentation. Implemented UI components with Cursor.

PRODUCT DESIGN INTERN, ASTRANA HEALTH  
May 2022 – Jan 2023, New York, NY (Remote)

- 2nd designer. Designed UX improvements for provider portal app for providers to easily understand patient insurance.
- Conducted user interviews on providers and expanded design system.

USER EXPERIENCE DESIGN INTERN, IBM  
Jan 2022 – May 2022, New York, NY (Remote)

- Led end-to-end design process on internal tools showcasing AI innovations in Q&A technology.
- Conducted stakeholder research and interview analysis for an educational toolkit on AI ethics.

PRODUCT DESIGN INTERN, WELLSHEET  
June 2021 – Aug 2021, New York, NY

- 2nd designer. Researched and designed feature improvements to decrease physician burnout for a SaaS electronic health record (EHR) UI used by 2K+ physicians. Collaborated with product and 2 dev teams.

PRODUCT DESIGN LEAD, COLUMBIA VIRTUAL CAMPUS  
April 2020 – Oct 2020, New York, NY (Remote)

- Led a team of 7 product designers in collaboration with 3 developer teams on a student organization website building Columbia digital community during COVID-19.
- Conducted user research, wireframing, prototyping, building a design system, and asset creation.