

Jackeline Lemus

lemusjackeline721@gmail.com | (510) 517-3678 | San Francisco Bay Area, CA

UX Designer with a computer science background and experience turning complex stakeholder needs, operational workflows, and data into clearer digital experiences. Skilled in UX research, requirements gathering, information architecture, dashboard design, and cross-functional collaboration, with a track record of improving usability, visibility, and decision-making.

WORK HISTORY

KIPP Public Schools Northern California

June 2026 – August 2026

UX Researcher

Oakland, CA

- Conducted discovery across technology operations supporting 23 TK-12 schools and 7,000+ students, identifying workflow needs and coordination pain points during annual summer deployment operations.
- Partnered with IT, field technicians, school operations staff, managers, and business operations stakeholders to gather context, track issues, and translate findings into clearer workflows, documentation, and follow-up actions.
- Maintained Jira and asset-tracking workflows and supported weekly project updates, synthesizing status, blockers, milestones, and next steps for cross-functional stakeholders.

U.S. Department of Agriculture (USDA)

May 2024 – May 2025

Product Designer

Washington, D.C.

- Led the redesign of the Economic Research Service SharePoint experience in Microsoft 365, restructuring information architecture, navigation, permissions, and documentation to improve collaboration and reporting efficiency.
- Partnered with 40+ team leaders and project managers to gather requirements and design a Power BI project dashboard, replacing a 75-minute weekly status meeting and saving 5+ hours per month across teams.
- Designed dashboard UI and project-health indicators around stakeholder feedback, using Power Query, Excel transformations, and DAX to make milestones, deadlines, and risk easier to understand at a glance.
- Delivered the SharePoint redesign and dashboard in-house, saving \$15,000 in external vendor costs, and created centralized process documentation to reduce knowledge gaps and improve onboarding.

EDUCATION

California State University, East Bay

Aug. 2021 – Dec. 2025

Bachelor of Science in Computer Science

Hayward, CA

- **GPA: 3.7/4.0;** Dean's List; Google Developer Student Club
- Relevant coursework: Security & Information Assurance, Computer Networks, Web Development

TECHNICAL PROJECT HIGHLIGHTS

KIPP Cellphone Discovery

Research synthesis | Data analysis | Information design

- Analyzed cellphone usage, data, and minutes across 1,457 users and supported discovery with stakeholders across 20 schools to surface patterns, inconsistencies, and operational needs.
- Improved the presentation structure and permission model used to communicate findings, balancing clarity for stakeholders with secure access to sensitive information.

USDA Economic Research Services (ERS) Power-Bi Dashboard

Power BI | DAX | Power Query | Excel

- Created red/yellow/green health-status logic to dynamically surface project risk based on deadlines and update frequency, and designed the interface around project manager feedback for faster status interpretation.

CERTIFICATIONS, TECHNOLOGIES & LANGUAGES

- **UX & Product:** Figma, UX research, requirements gathering, information architecture, workflow mapping, user-centered design, stakeholder collaboration

- **Data & Technical:** Power BI, DAX, Power Query, Excel, SQL, Python, HTML/CSS
- **Collaboration:** Jira, Miro, Notion, SharePoint, Google Workspace
- **Certification:** Google UX Design Professional Certificate