

margaret lu

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education

Carnegie Mellon University
Pittsburgh, Pennsylvania
08.2023 – 08.2024

Master of Human-Computer Interaction
School of Computer Science

Georgia Institute of Technology
Atlanta, Georgia
08.2018 – 05.2023

Bachelors of Science in Industrial Design
Dean's List, Highest Honors
IDSA Member, CSA Designer

experience

Rox
Product Designer (Contract)
San Francisco, California
12.2024

Delivered 2 enterprise features, AI-driven Email Management and Salesforce Integration, **doubling outreach efficiency** and **expanding customer reach** for account managers and executives

NASA (CMU Sponsor)
Product Designer
Mountain View, California
01.2024 – 08.2024

Designed and developed from 0 to 1 the creation of 2 tasks and a guideline manual for NASA researchers, **accelerating their research process by 25%** for future task creation and Mars missions.

NCR
UI/UX Designer (Part-time)
UI/UX Design Intern
Atlanta, Georgia
05.2022 – 01.2023

Aggregated internal and external persona data through monthly user interviews, helping **50+ people** internally by improving the design hand-off workflow. Enhanced subscription and billing user flow for **100,000+ customers**, **increasing productivity by over 50%**.

Oxygen (Startup)
UI/UX Design Intern
Atlanta, Georgia
08.2021 – 12.2021

Spearheaded the **creation of a brand new design system**, information architecture, and fully revamped the user experience for document sharing among enterprises and third party vendors.

Design Bloc
Product Designer (Part-time)
Atlanta, Georgia
08.2019 – 05.2023

Rebranded the Hunter Hills neighborhood community, preserving its heritage and increasing voice. Led **20+ training workshops on design thinking**, increasing problem-solving skills for user-centric projects.

accolades

Dezeen
IDSA IDEA Contest
GT UROP
IDSA Student Merit Award
Launchpad Spring 2022
Launchpad Spring 2019
University Innovation Fellows
Intuit Scholarship Program

Published Article, 08.2023
Final Round, 05.2023
Outstanding Undergraduate Research, 04.2023
School Finalist, 03.2023
Faculty Merit Award, Best Project, 05.2022
Faculty Merit Award, Best Project, 05.2019
Lifelong Fellow, 01.2019
Scholarship Recipient, 01.2019

skills

Figma, Adobe CC, Webflow
Fusion 360, Blender, Keyshot
HTML, CSS, JS, Python, Java
Pandas, Altair, Streamlit

Design Research, User Interviews, Affinity Diagrams,
Interactive Design, Visual Design, Design Systems,
Usability Testing, Rapid Iteration, Low to High Fidelity
Prototyping, Heuristic Evaluation, Data Visualization