Abdul Ahmed

UX designer | Syracuse, New York

abduldesigns.com

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(631) 552-6118

EDUCATION

General Assembly, *User Experience Design*

December 2019 - February 2020

Syracuse University, *(B.S.) in Information Management & Technology*

August 2015 - May 2019

EXPERIENCE

SRC , Syracuse, NY — *User Experience Designer*

March 2021 - PRESENT

- Work with Product, UX, and Engineering leads to coordinate and support qualitative and quantitative user research to discover key insights about our customers and users
- Assist in the design, prototype, testing, and maintenance of user interfaces in support of national defense systems
- Collaborate with engineering to document and communicate proposed design solutions to all product team members
- Participate in laboratory and field integration testing to perform usability evaluations
- Prepare and present design status briefings and reviews to team leads and executives
- Support the development of Human–Centered Design procedures, work instructions, and training materials
- Contribute to internal initiatives and research that fuel innovation and technological advancements across the organization

Oracle , Burlington, MA — *Cloud Solution Engineer (Customer Experience)*

JULY 2019 - FEBRUARY 2021

- Served as customer advocate across multiple groups including Sales, Operations, Product Design & Development, Product Management, and Support to provide additional technical guidance and project coordination leading to successful implementations.
- Conducted discovery sessions with customers to understand

SKILLS

Prototyping

User Research

Information Architecture

Visual Design

Storyboarding

Visual design

User Testing

Interaction design

Cloud infrastructure

HTML

CSS

Bootstrap

TOOLS

Figma

Adobe Creative Suite

InVision

Principle

Microsoft Office Suite

Keynote

LANGUAGES

English (Fluent)

Arabic (Native)

obstacles and problems in order to recommend relevant software solutions.

- Lead technical training sessions, workshops, and presentations for pre-sales business development teams.
- Supported Oracle pre-sales teams as a technical resource available for internal and external consultation with current and prospective clients.

SIDEARM Sports, Syracuse, NY —*Digital content & Creation Intern*

MAY 2018 - AUGUST 2018

- Developed, organized, and managed content for new SIDEARM Clients working with content management software.
- Working with a cross-departmental team, maintained and developed the master content calendar for all web properties.
- Maintained a consistent look and feel throughout all migrated content.
- Performed tests to discover errors and optimize usability