

# Faiz Jamal

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## SELECTED HIGHLIGHTS

- ❖ Launched DeafMatrix, a social media app for deaf and hard of hearing on the App and Google Store. Connected with over 4000 users in the Last May, 2022 across over the world.
- ❖ Currently working with DEAFinitely, INC and TIMB to lead a national mental health non-profit dedicated to provide a platform for individuals to share their mental health experiences through deaf culture.

## CORE COMPETENCIES

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|--|--|---|
| ▪ Front-End customer experience                  | ▪ Structuring and conducting user research | ▪ Look-and-feel of across multiple products               |
| ▪ Cross-Functionally                             | ▪ Design Thinking                          | ▪ Identify any issues impeding the UX methods             |
| ▪ Implement innovative solutions                 | ▪ Understanding the concepts of HTML & CSS | ▪ Identify opportunities to improve user experience       |
| ▪ User friendliness to complex design roadblocks | ▪ User journey mapping                     | ▪ Create low-fidelity wireframes to high fidelity mockups |
| ▪ Lean & Agile Process with development team     | ▪ Understanding full user experience       |   |
| ▪ Analyzing results of user research             |  |   |

## PROFESSIONAL EXPERIENCE

### DeafMatrix App | Houston, TX | AUG. 2020– Current

- Development, upgrading, maintaining, and marketing the electronic platform.
- UX research on the user experience, market gaps, and testing.
- Analyzing and integrating UX feedback in continued improvements of the app.

### Parcel Plus | Houston, TX | AUG. 2018– OCT.2022

- Designing brochures, business cards, posters, & video commercial.
- Responding to customers' email about the packaging and shipping prices.
- Troubleshooting, networking, maintaining and upgrading operating systems, and installation of IP security camera systems.

## CORE COMPETENCIES

Bachelors of Science in User Experience Design,  
Lesley University, Massachusetts, 2020-2022

Google UX Design Professional Certificate & Technical Support Fundamentals  
Coursea, 2021- 2022

## TECHNICAL SKILLS

- Proficient in Sketch, Principle, InVision, Figma and other prototyping software.
- Ability to multitask and work in a fast-paced.
- Demonstrated organizational, problem-solving, and creative thinking skills.

## INTERESTS

Gym / Swimming / Beach / Dogs / Technology / Dancing / Video Editor