

Mandy Fazl

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CAREER SUMMARY

A passionate technology enthusiast with a keen eye for detail and a proven history of delivering impactful results in the IT industry. With a solid background in Project Management, UX Design, Web Development, Data Analysis, and Teaching, with roles in the banking sector and charitable organisations. Currently actively seeking opportunities to contribute skills and knowledge to non-profitable sectors, small companies or an academic environment.

CORE SKILLS AND COMPETENCIES

- ✓ Data Analysis: SQL, Excel, Power Bi
- ✓ HTML, CSS, JavaScript, Python
- ✓ MS Office (Advanced)
- ✓ PM Methodologies: Waterfall, Agile, Kanban.
- ✓ PM tools: Trello, Github, Miro, Notion
- ✓ Design tools: Figma
- ✓ User Research
- ✓ Language Spoke: Frasi-native, English-fluent

WORK EXPERIENCE

Freelance Web Designer/Developer (remote)

May -2023

- Project 4- Analysing data to develop market insights for a marketing company (Power BI)
- Project 3- Developed a web page tool to parse a CVS file and visualise the data on a PPTX file (Bootstrap, Python).
- Project 2- Developed a web page game to add to a developed and ready website. (HTML, Bootstrap, JavaScript)
- Project 1- Redesigned and developed a charity website (Figma, WIX)

Code Your Future, UK UX Designer/Developer (Contract)

May 2022 - Mar 2024

- Scraping data from a content-heavy website, cleansing data categorised in Excel files
- Developing Python code for data transfer and automation.
- Conducted 30+ interviews and created the affinity diagram to organise and consolidate information and identify insight in data.
- Analysing insights from interviews with users and stakeholders to improve the CYF Class Planner platform.
- Managing tasks and deliverables with the agile methodology, utilising tools such as Trello and Miro.
- Creating product wireframes/mock-ups in Figma to test, validate and finalise ideas.

Shahr Bank, Iran- Project Manager/User Researcher

May 2016 – May 2021

- Managed projects from initiation to completion Including planning the timeline, allocating resources, setting KPIs and ensuring timely delivery.
- Prepared reports by making queries on the SQL Database to gain needed information.
- Prepared periodic project status and budget reports for the senior management team.
- Conducted tests to identify issues with software before launching product features.
- Monitored and ensured that the technical section of contract agreements was developed correctly.
- Conducted in-depth analysis to optimise user flows for Recycler machines, leading to an 80% increase in machine efficiency and heightened satisfaction among maintainers.

- Created onboard training material and trained 100+ employees on maintaining VTM, ATM, and Recycler machines

Arg Hooman Broker, Iran- Network Support Engineer

Dec 2011- Mar 2014

- Maintained the network's reliability.
- Prepared Excel reports for the senior management team.
- Analysed, monitored and Troubleshoot servers
- Providing IT support for Staff.

EDUCATION

University of Birmingham

Nov 2022 – July 2023

- Certificate, UX/UI Design

Qazvin Azad University, Iran

Feb 2011 - Dec 2014

- MSc Information Technology

Tehran Azad University, Iran

Aug 2007- Nov 2011

- BSc Information Technology - Degree with Distinction

Certificates

- Certificate in Agile Methodology - Udemy
- Certificate in SQL Server Database Development - Tehran Institute of Technology
- Certificate in Microsoft Office - Tehran Institute of Technology
- Certificate in TTT (Training The Trainer)

VOLUNTEERING EXPERIENCE

The Community Foundation Developer Volunteer

Mar 2022-Apr 2022

- Developed their website via Web Content Management System (WIX).
- Trained the staff on how to work with Microsoft Office efficiently.

Cancer Research, UK-assistant volunteer

Mar 2021 – Jun 2022

- Working as an assistant volunteer and helping with fundraising projects.

INTERESTS

An avid traveller who enjoys exploring different countries and cultures. Has a love for Pilates and running.

REFERENCES

Available on request