Mahboubeh Fazlzarandi

B1, Birmingham, England. 07835759406
Email: m.fazl.zarandi@gmail.com

CAREER OBJECTIVE

Mid-experienced UX/UI designer with a keen eye for detail and a passion for assisting individuals and crafting user-friendly products. Has been a product manager and researcher with experience within the banking sector, seeking the next role within the web, application or product design space to utilise design and research skills, enhance the user experience and streamline complicated processes.

CORE SKILLS AND COMPETENCIES

✔ Project Management Tools: Trello, Miro, Jira, Figjam
✔ Design tools: Figma (Advanced) Adobe XD, Invision, Photoshop
✔ HTML, CSS, JavaScript
✔ Data Analysis: SQL, Excel
✔ MS Office (Advanced)

✔ Project Planning
✔ Process Improvement
✔ User Research
✔ Market Research / Competitor Analysis
✔ Language Spoke: Frasi-native, English-B2

PROFESSIONAL EXPERIENCE

Code Your Future, UK UX Designer/Project Manager   **May 2022 - Present**

- Managing project scope, goals and deliverables with the agile methodology for a CYF client project.
- Conducting and analyzing results from 15+ in-depth interviews with users and stakeholders to improve the CYF Class Planner platform.
- Creating product wireframes/mock-ups in order to test, validate and finalise ideas.
- Supporting the Agile process and iterating on design based on user feedback.

Shahr Bank, Iran- E-wallet Project Manager   **May 2019 – May 2021**

- Team management on providing proper infrastructure for e-Wallet implementation.
- Conducted tests to identify issues with software before launching product features.
- Prepared periodic project status reports for the senior management team.
- Implemented budget reports specific to each product feature.
- Established and monitored the technical section of contract agreements with clients.

Shahr Bank, Iran-Product Manager and UX Researcher   **Mar 2016- May 2019**
- Analysed and improved the user flows process of VTM, ATM, Recycler machines and the internal automation application.
- Collaborated with the development team to implement the user flow process.
- Conducted tests to identify issues with five different software before product features.
- Trained 100+ employees on maintaining VTM, ATM, and Recycler machines.
- Created training material in order to onboard 100+ new employees.
- Prepared periodic product status reports and proposals for the senior management team.

Shahr Bank, Iran- Monitoring and Evaluation Engineer   **Feb 2015- Apr 2016**

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Arg Hooman Broker, Iran- Network Support Engineer   **Dec 2011- Mar 2014**
- Maintained the network's reliability.
- Analysed, monitored and Troubleshot servers

EDUCATION

University of Birmingham   **Nov2022 – July 2023**
- UX/UI Boot Camp

Qazvin Azad University, Iran   **Feb 2011 - Dec 2014**
- MSc Computer Systems Networking and Telecommunications

Tehran Azad University, Iran   **Aug 2007- Nov2011**
- BSc Information Technology - Degree with Distinction

VOCATIONAL TRAINING
- Certificate in Google UX Design Professional - Coursera
- Certificate in Agile Methodology - Udemy
- Certificate in SQL Server Database Development- Tehran Institute of Technology.
- Certificate in TTT (Training The Trainer)

VOLUNTEERING EXPERIENCE

Code Your Future, UK- Training Assistant Volunteer   **Mar2022-Apr2022**

- Helping the trainees go through their Technology journey.

- Teaching HTML, CSS and Figma.

University of West London, UK- Student Volunteer   **JUL 2021- AUG 2021**
- Helping to run a virtual Science and Technology British HCI conference

Cancer Research, UK-assistant volunteer   **Mar2021 – Jun2022**

- 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 cooking various cuisines from different parts of the world. Reading self-development books for personal growth and to enhance mindset.

REFERENCES

Available on request