RAKSANDA MEHNAZ HUQ

UX Design & Research

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👤 PROFILE

I aspire to design holistic solutions integrating my acquired skills from Software Development and Technical Support, Quality control background. Adapting creative problem-solving skills into participatory design better transforming UX. My practice is led from effectively translating user requirements into feasible designs and collaborating with developers and stakeholders with a strong sense of empathy.

UX INTERACTION DESIGN

- Wireframe, UI Design, Prototype using Figma, Sketch, Miro and Axure.
- Optimal Workshop for User Studies (Card Sorting, Tree Testing, etc.)
- Generative and Formative user studies, Expert Review Techniques.
- Data Analysis techniques (Qualtrics, Excel).
- WAVE, NVDA for Web Accessibility Testing (WCAG)

TECHNICAL SKILLS

- Software Development

Java SE (Netbeans, Eclipse, Android Studio)
MySQL (Relational Database Management System, MySQL Workbench)

- Web Design

HTML5, CSS3, JavaScript (Webflow)

- Data Analysis & Visualization

Python (Anaconda Navigator)
Elm Vegalite, JSON (Microsoft Visual Studio)

- IT Training for Java (2017): Conducted by EY LLP India, certified by George Washington University.

240 hours of technical skills and 60 hours of soft skills
Project: Travel Agency Desktop Software

OTHER EXPERIENCE

- Idea Competition Robo Carnival 2019 by BUET Robotics Society. Project: Wearable Tech Navigation for Visually Impaired
- Report Documentation (Microsoft Office Suite, Latex Overleaf)

🎓 EDUCATION

City, University of London
2021 - 2023

MSc. Human-Computer Interaction Design
Dissertation: Methodology and Visual Design Guidance for Comics in Interaction Design| Practical projects done on Designing and Evaluating Interactive Systems, Information Architecture, User Research, Expert Reviews.

BRAC University
2015 - 2019

BSc. Computer Science
First Class Honours
Thesis: Empirical Investigation of Productivity Websites from a Gender Perspective

Mastermind School
2011 - 2014

O' and A' levels
Sciences and Further Mathematics
A' levels: GPA 4.33/5
O' levels: GPA 5/5

💼 WORK EXPERIENCE

City, University of London

April 2022 - April 2023

Policy Assistant
An operational role involving research activities and administrative support for Representation & Democracy team on Higher Education Priorities.
- Conducting research, focus groups, surveys, data analysis and reporting.
- Delivery of Assembly meetings and presenting research findings.
- Engaging with key Union stakeholders.

Sustainability Officer

3 months project run at City, to provide opportunities for students to share their views on sustainability issues at City. The research informed sustainability engagement plans and priorities.
- Research into HE policies for sustainability aligned with SDGs.
- Running data gathering exercises, data analysis, Reporting findings and recommendations.
- Communication & campaigning, managing budget for research.

Therap Services LLC
2019 - 2021

Technical Support & Quality Control
A US based SaaS company working with government and private organisations globally serving people with intellectual and developmental disabilities.
- Investigated and communicated issues within the application between end users and developers through Issue Tracker.
- Troubleshooting, testing & implementation for resolution.
- Investigated end user feedbacks with system developers for designing enhancements to the system (requirements to program specification).
- Documented RFPs, User Guides and Release Notes in HTML using Oracle (Therap) Server application.
- Guided users via Live Chat in Oracle and resolved directly reported issues.
- Trained new recruits to work with SaaS modules and Issue Tracker.