RAKSANDA MEHNAZ HUQ

UX Designer

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👤 PROFILE

I aspire to design holistic solutions as a UX Designer integrating my acquired skills from Software Development and Technical Support background. Adapting my creative problem-solving skills into co-design and participatory design techniques for enhancing engagement and UX in technologies. My practice is led from effectively translating user requirements into feasible designs and collaborating with developers and users with a strong sense of empathy.

UX INTERACTION DESIGN

- Wireframe, UI Design, Sketch, Prototype using Figma, Sketch, Miro and Axure.
- Optimal Workshop for Card Sort and Tree Testing
- Quantitative & Qualitative Data Analysis using Qualtrics and 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

HTML, CSS, JavaScript (Bootstrap Studio)

- 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
- Science and Mathematics Tutor at Tutorful UK
- Freelance Content Writer at Cravingmind.com
- Report Documentation using Latex

🎓 EDUCATION

City, University of London
2021 - 2023

MSc. Human-Computer Interaction Design
Dissertation: Methodology and Visual Design Guidance for Online Comics in Interaction Design

BRAC University
2015 - 2019

BSc. Computer Science
CGPA: 3.17 out of 4
Thesis: An Empirical Investigation of Bangladeshi 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

Students' Union, City, University of London

April 2022 - April 2023

Policy Assistant
An operational role involving research activities and administrative support for Representation & Democracy team on Union Priorities.
- Conducting research to inform on the Union Priorities.
- Assisting with delivery of Assembly meetings and presenting research findings.
- Engaging with key Union stakeholders.

Student Sustainability Officer (SSO)

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 and data gathering activities
- Data Analysis
- Communication & campaigning, managing budgets
- Creation of Report

Therap Services LLC
2019 - 2021

Technical Support & Implementation
A US based company providing Software as a Service (SaaS) to government and private organisations globally that serve 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 User Guides and Release Notes in HTML using Oracle (Therap) Server application.
- Guided users via Live Chat in Oracle server and resolved directly reported issues.
- Trained new recruits to work with specific system modules and Issue Tracker.