

## Education

**The University of Texas at Austin** Austin, TX  
Master of Science, Information Studies August 2018  
User Experience and Information Architecture

**The Ohio State University** Columbus, OH  
Master of Arts June 2013  
Arabic Language and Literature  
Bachelor of Arts June 2013  
Comparative Studies, Arabic Language and Literature

## Experience

**UT Health San Antonio** San Antonio, TX

**UX Researcher** January 2019 - Present  
• Research and strategy support for academic and medical digital products.  
• Interaction design for user and patient experiences.

**Dell - Experience Design Group** Austin, TX

**UX Researcher** January 2018 - December 2018  
• Developed screeners and study protocol for the testing of current and future Dell software products.  
• Conducted, analyzed, and presented the data for usability studies.  
• Researched and developed design guidelines.

**The University of Texas at Austin** Austin, TX

**Web Designer and Developer** Sept 2017 - Dec 2017  
• Researched, designed, and developed the next iteration of the School of Information's website.  
• Recruited, managed, and mentored student research, design, and development teams.  
• Led UX research strategy and plans.  
• Co-led Accessibility Hackathon to implement W3C Web Content Accessibility Guidelines.

**Content Analysis Research Assistant** June 2017 - Dec 2017  
• Analyzed scientific journal articles to track software mentions and populate GitHub repository dataset as part of \$500k National Science Foundation grant.

**IT Lab Teaching Assistant** Jan 2017 - Sept 2017  
• Trained and supported students and faculty in the use of software and hardware lab resources.  
• Developed and produced course and video content for undergraduate courses.

**San Antonio Education Partnership** San Antonio, TX

**College Advisor** May 2015 - Dec 2016  
• Researched and redesigned the membership website to be human-centered and responsive.  
• Designed and taught courses and workshops for students, parents, and community members.  
• Assisted clients with web-based college and financial aid applications.

## Selected Projects

### Alienware Command Center

#### UX Researcher and Strategist

- Validated the Experience Design Group's deliverables to other product teams through usability tests.
- Ensured usability principles were a part of the design process.
- Designed and pitched features and designs currently under development.
- Directed future projects through focus groups and interviews.

### Dell Conversational Design

#### Designer and Prototyper

- Founded and developed conversational design guidelines for the Experience Design Group's software design guidelines.
- Advocated for conversational design principles and features for upcoming Dell software products.
- Prototyped conversational design interfaces in consultation with product teams.

### Dell Mobile Connect

#### UX Researcher

- Comprehensively evaluated the usability of a product that pairs functionality of a user's mobile phone and PC.
- Managed and launched month-long longitudinal diary studies to gain insight from real-world usage.
- Conducted usability test sessions to ensure a seamless pairing flow for mobile and PC and a comprehensive onboarding process for the application.

## Tools

Sketch 3  
InVision  
Adobe XD  
Figma  
Camtasia Studio  
Google Dialogflow  
  
HTML5  
CSS3  
Hugo  
GitHub  
  
UserTesting  
Qualtrics  
Google Analytics  
Crazy Egg  
Microsoft Office

## Skills

Affinity Diagramming  
Card Sorting  
Competitive Evaluation  
Content Strategy  
Contextual Inquiry  
Conversational Design  
Diary Studies  
Focus Groups  
Surveys  
Usability Testing  
User Interviews  
Web Optimization  
W3C Compliance  
  
Arabic  
Spanish