

Md Farhan Ahmed

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EXPERIENCE

Independent Health UX Designer

Buffalo, NY
February 2025 – Current

- Led responsive web & mobile app UX initiatives that **enhanced the trackability** of members medical and doctoral claims for **500k+** medicare/medicaid/commercial members.
- Increased member engagement with product by **60%** which increased revenue of product by **\$800k+**
- Designed, maintained, and updated web/app **design system** that is being used across company products.
- Actively collaborated with engineers, PM's, & UX Writers in Agile sprints to ensure smooth implementation.

NASA Ames Research Center Product Designer

Mountain View, CA
January 2024 – July 2024

- Led R&D of an integrated software/hardware solution for NASA, enhancing simulation workflows via user-centered design and human-factors methodologies.
- Led cross-functional Agile squads to design and prototype a scalable simulation platform, resulting in \$500K+ funding acquisition.
- Developed a design system that cut development efforts by 13 months, aligning with strategic priorities
- Conducted iterative testing, usability audits, and product validation using data-driven metrics and user feedback loops.

National Fuel Gas Web Designer / Developer Intern

Buffalo, NY
June 2021 – January 2024

- Developed, maintained, and updated content for over 30 web pages, enhancing content management by 12%.
- Cross-collaborated with multiple internal departments to design and develop new pages for employee portals.
- Created interaction and visual design patterns for employee portal, enhancing UX and reducing task error rate.

EDUCATION

Carnegie Mellon University - School of Computer Science *Masters of Human-Computer Interaction (GPA 3.57)*

Pittsburgh, PA

University at Buffalo *Bachelors of Arts in Cognitive Science, Minor in Computer Science (GPA: 3.541)*

Buffalo, NY

- Awards: Magna Cum Laude Honors, Buffalo Urban League Scholar, National Science Foundation Scholar.

SKILLS

Design: UX/UI Design · Design Systems · Wireframes & Mockups · Mobile App Design · Rapid Prototyping · Accessibility · Strategy & vision presentations · Usability Testing · Cross-functional Collaboration

Programming: HTML, CSS, Javascript, · Python · Scala · TypeScript · Data Structures · Object Oriented Programming · System Design · APIs · Frameworks (ASP.NET CORE, Node.js, React, jQuery)

Research: Data analysis · Task analysis & persona hypothesis · A/B Testing & Experiment · Service Blueprint · Cognitive walkthrough · User interviews · Surveys · Usability Testing · Speed Dating