

HANAA ZIAD

MSI CANDIDATE: UX, HCI AND SOCIAL COMPUTING

PERSONAL PROFILE

A determined and team-oriented customer support professional currently pursuing graduate studies in UX research and design, human-computer interaction, and social computing. Passionate about collaboration, improving processes through innovative solutions, and universal design.

CERTIFICATIONS

- [UX501x: Introduction to User Experience - edX](#)
- User Experience Circuit - General Assembly (GA)

UX PROJECTS

- [Student Travel Platform](#) - GA Final Project, Summer 2019
- [Improve the Personal Collection UI: HACK-93](#) - ITHAKA Hackathon, Summer 2019
- [Annals of Family Medicine Peer Review Analysis](#) - SI501 Final Project, Winter 2020

SKILLS

- Sketch
- InVision
- Figma
- Atlassian tools

EDUCATION

UNIVERSITY OF MICHIGAN SCHOOL OF INFORMATION (ANN ARBOR)

Master of Science in Information, 2020 - Present

- Contextual Inquiry and Consulting Foundations (SI501)
- Fundamentals of Human Behavior (SI588)
- Programming I (SI506)
- Introduction to Interaction Design (SI582)

SCIENCES PO (FRANCE)

Bachelor's degree, Social sciences, Middle East and Mediterranean studies, September 2014

- University of York Model United Nations (UK)
- Student government
- Member of the organizing team for the first Global South International Studies Conference

WORK HISTORY

PARTNER AND USER SUPPORT SPECIALIST

ITHAKA, 2016 - Present

- Meet service standards for quality and responsiveness to a portion of the 55,000+ end user queries our team addresses each year
- Produced tutorial videos that have been viewed approximately 10,000 times
- Facilitate after-action reviews/retrospectives across departments

TEAM LEADER

University of Michigan Survey Research Center, 2015 - 2016

- Assisted production managers in functional supervision of Survey Services Lab (SSL) interviewing staff
- Helped to identify and investigate SSL problem areas; and suggested and implemented solutions to identified problems