Omer Malik
UX DESIGNER

New York, NY - Email me on Indeed: indeed.com/r/Omer-Malik/7853fa43d73808be

Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

UX DESIGNER
VERIZON - January 2017 to June 2017

• Lead designer in all phases of My Verizon revamp project lifecycle where customers manage their phone, TV and internet services.
• Responsible in ensuring a reduction in customer call volume and an optimized user experience by testing designs through several metric tools.
• Handed design deliverables on time.
• Creating wireframes and mock ups of desired features for the new My Verizon Secondary pages.
• Actively developing mockups and prototypes of the web, mobile and tablet version of Verizon's Life on Fios billing pages.
• Frequent call meetings with developers and HTML for clarification of the designs.
• Redesigning and optimizing existing desktop websites across forms (mobile and tablet) using responsive and adaptive web design principles.
• Ensuring exceptional and compliant design execution across platforms.
• Delegating project task responsibilities to other designers.
• Presenting clear ideas and concepts to various departments and obtaining their approval in a timely manner.

UI/UX DESIGNER
APERIA - April 2016 to December 2016

• Designed user-friendly interfaces for payment software tools that contain and retrieve heavy data (BI).
• Worked closely with the product team to re-develop the Cloud Solution for our clients in the payment industry.
• Created wireframes, rapid mock-ups and interactive prototypes every week based on the product's roadmap and initiatives.
• Worked with the on-site and offshore development teams to make sure the new UIs are communicated effectively and works with our back-end structure.
• Presented designs to top level executives, the internal design team and other departments (Sales, Marketing and Support).
• Led multiple eff orts in analyzing issues and deficiencies with current systems and provided innovative solutions.
• Supported the Marketing team by improving the overall branding designs.
• Conducted weekly UX reviews with the team to refine and agree upon the UX based on customer feedback.
• Enhanced the software s UX to better serve merchants in processing millions of user's credit cards into the Cloud system.
• Interviewed design candidates to expand our design team and then mentored and coached the new hires on our process.
• Improved current "Bulk Upload" functionality in the HIPAA Help Center web-application.
• Conducted User Research and User Acceptance Testing (UAT).

• Adopted the team's process and utilized the Agile/Scrum approach and was involved in daily stand-ups and various other meetings.
• Utilized Sketch and Adobe Illustrator to finish pixel perfect deliverables.

UI DESIGNER
MERCY FOR MANKIND - 2013 to December 2015

• Designed all marketing materials for a global campaign spanning across Brazil, Mexico, France and several other countries.
• Created rapid mock-ups and interactive prototypes every week for a website proposal.
• Worked with various departments to understand the needs and requirements.
• Maintained quality of web application and adjusted based on feedback.
• Collaborated with the team to design high-end branding and cutting edge experience.
• Established new processes to increase out-put and in turn increased revenue by converting over 50,000+ users into leads.
• Developed user personas and scenarios in order to enhance functionality and usability for key audiences.
• Integrated social media and other content, along with e-commerce and related services, throughout the user experience.
• Developed pages commensurate with brand guidelines across the company.

EDUCATION

Bachelor of Arts
California State University
2014

LINKS

http://www.behance.net/malikuiux

ADDITIONAL INFORMATION

GENERAL
• Creating responsive designs.
• IOS and Android BootStrap 3
• Creating high resolution, pixel perfect designs
• Gathering business requirements to understand product goals and client needs.
• Consistent interactions and presentations to Business Analysts, Product Owners and chief executives.
• Creating low to high-fidelity wireframes. Presenting design updates at meetings with clients and co-workers.
• Creating rapid mock-ups, wireframes, sketches, workflows and interactive prototypes.
• Maintaining the quality of web and mobile designs. Extensive usability testing and research
MANAGEMENT AND PRODUCTIVITY TOOLS
Confluence JIRA Stash Asana Jabber SourceTree WebEx Zeplin
DESIGN PROGRAMS
Sketch Adobe XD Adobe Illustrator Adobe Photoshop Balsamiq Invision
LEAD DESIGN ROLES
• My Verizon Secondary Pages
• HIPAA Help Center
• Feedly Conceptual Design