

Murtaza Tamjeed

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EXPERIENCE

Senior Inclusive Designer — *Yahoo!*

NOV 2023 - Present

- Shifted accessibility efforts from reactive approaches to proactive and inclusive design for many Yahoo organizations, including Yahoo Finance and Yahoo News – resulting in a 78% reduction in accessibility bugs in production.
- Partnered with product teams to define key success metrics and streamline processes for reviewing wireframes and mockups, providing accessibility feedback, conducting design critiques, and writing accessibility annotations.
- Championed multiple accessibility innovations, including text-to-speech experiences, and setting standards for inclusive online advertisements.
- Led multiple user research programs, involving people from underserved communities in research and design, documenting instances of exclusion and inaccessibility, and developing inclusive design standards.
- Co-designed inclusive experiences with and for people with disabilities for upcoming product launches.

Accessibility UX Researcher — *Yahoo!*

MAY 2022 - NOV 2023

- Led 10+ high-impact accessibility and inclusion research studies across Yahoo platforms, impacting over 900 million users.
- Established partnerships with disabled communities and vendors such as Fable, Deque, Knowbility, and Scribely to expand research resources and capabilities.
- Documented research insights, advocated for user-centered improvements, and educated teams on the significance of inclusive experiences.
- Collaborated closely with designers and engineers to develop prototypes and wireframes that enhance accessibility, iterating based on research findings.

Accessibility Research Assistant — *Center for Accessibility and Inclusion Research (CAIR)*

AUG 2020 - SEP 2023

- **Empowering Disabled Graduate Students:** Led an NSF-funded research project to improve the graduate school experience for disabled students. Analyzed university disability services websites and faculty advisor sites, and conducted interviews with university disability services staff.
- **Accessibility of Research Methods and Tools:** Led an NSF-funded UX research program to enhance the accessibility of research tools and methods. Evaluated the accessibility of advanced research tools, and conducted interviews with faculty advisors and disabled doctoral students.

OBJECTIVE

Passionate about building inclusive digital experiences through user experience research, co-design, and cross-functional collaborations

EDUCATION

AUG 2020 - SEP 2023

Ph.D. Student in Human-Computer Interaction and Accessibility

Rochester Institute of Technology, NY, USA

AUG 2018 - AUG 2020

Master's in Software Engineering

Rochester Institute of Technology, NY, USA

MAR 2010 - DEC 2013

Bachelor's in Computer Science

Kabul University

SKILLS

Research Methods:

Interviews, Observations, Contextual inquiry, Surveys, Diary Studies, Focus group, Participatory design workshops, Thematic Analysis

Design and Development:

Figma, Sketch, InVision, Design Systems, HTML, CSS, Javascript

Accessibility and Inclusion

Principles of Inclusive Design, Co-design, WCAG, WAI-ARIA, VoiceOver, TalkBack, Voice Control, Keyboard and other Assistive Technologies, ADA, Section 508

- **Accessibility and Usability:** Explored the interplay between accessibility and usability, focusing on how usability issues lead to accessibility breakdowns and vice versa, and what strategies can improve usability and accessibility *together*.

Product Team Lead — Tetra Tech

MAR 2015 - AUG 2018

- Led the design and development of Afghanistan's criminal and civil Case Management Systems, successfully implementing the program across 8 government agencies within the justice sector.
- Oversaw a major product redesign and development, incorporating accessible modules and features to ensure inclusivity.

SELECT PUBLICATIONS

Usability, Accessibility and Social Entanglements in Advanced Tool Use by Vision Impaired Graduate Students — ACM SIGCHI

CSCW2022

<https://doi.org/10.1145/3555609>

Understanding Disability Services Toward Improving Graduate Student Support — ACM SIGACCESS ASSETS₂₁

<https://doi.org/10.1145/3441852.3471231>

Finding the Needle in a Haystack: On the Automatic

Identification of Accessibility User Reviews — ACM CHI 2021

<https://doi-org.ezproxy.rit.edu/10.1145/3411764.3445281>

Accessibility in User Reviews for Mobile Apps: An Automated Detection Approach — Master's Thesis

<https://scholarworks.rit.edu/theses/10511>

Accessible Computing Education in Colleges and Universities

<https://www.microsoft.com/en-us/research/accessible-cs>

A Large-Scale Accessibility Assessment of Computer Science Faculty Websites ([under review](#))

SCHOLARSHIPS AND AWARDS

Ph.D. Merit Scholarship — Rochester Institute of Technology —

Financial Support for PhD studies

Fulbright Foreign Student Program — U.S. Department of State

— Full coverage for earning a master's degree in the United States

IITEC (Indian Technical and Economic Cooperation) — Full support

for pursuing a specialized program on design and development of e-learning systems in India