NOOR MIRZA

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EMPLOYMENT

Freelancer, UX Designer   **June 2018 - Present**
- Led the concept development of a loyalty scheme service for Aeguana, a vending and automated retail company. Promoted a design thinking and human-centered approach. Conducted multiple on-site visits for contextual inquiry, usability testing and industry research. Currently producing wireframes for admin site, vending machine touchscreens and mobile app.
- Launched updates to multiple iOS and Android apps for Tellspec, a food technology startup, improving the customer experience through enhanced UX & UI in collaboration with graphic designers and front-end developers.
- UX designer for milk tracing app, based on blockchain technology. Produced high-fidelity prototype used in a pitch that secured 1.6 million USD in investment for Tellspec.
- UX & UI designer for a cryptocurrency gaming app. Refined existing concepts and produced high-fidelity designs for a simplified onboarding and marketplace experience.
- Designed websites for independent businesses leading to an increase in web traffic and higher conversion rates.

Credit Suisse, Market Risk IT – BA Team Manager/Coordinator   **Jan 2018 - Present**
- Work closely with regional leads and project managers to ensure effective capacity management of BA resources globally.
- Work closely with senior management to optimize team sizes per location to align with delivery capability.
- Support hiring managers with recruitment endeavors globally in line with business justifications and strategy.
- Lead recruitment endeavors regionally and drive overall interview process for permanent hires in London.
- Perform market risk portfolio management activities; analyze and report departmental financials & headcount data.
- Booking manager to ensure time booking completion, approval of timesheets and resource allocation in OnePPM.
- Co-lead of departmental charity and social committee. Successfully raised ~ £4000 for the Charity of the Year.

Credit Suisse, Market Risk IT – Business Analyst   **Sep 2013 - Dec 2017**
- Elicited, prioritized, analysed and successfully executed requirements for various regulatory-driven projects.
- Involved in all stages of project life cycle from requirements gathering to testing, implementation and delivery. Experience driving functional changes in Waterfall/Agile and a hybrid environment.
- Responsible for producing relevant documentation: requirement traceability matrices, functional requirement specifications, release notes; to comply with corporate Software Delivery Framework standards & release planning.
- Main point of contact for Market Risk IT, responsible for conducting requirement walkthroughs to relevant stakeholders and managing communications via BA working groups and steering committee meetings.

Credit Suisse, Group Finance IT – Assistant Project Manager   **Sep 2012 - Aug 2013**
- Worked on Architecture Simplification project aimed at reducing system complexity for reporting capabilities.
- Monitored progress with offshore development & business teams during development cycles; pre-empted user acceptance testing; and helped to obtain final sign offs.
- Carried out change management and issue tracking activities to streamline legacy system enhancements and prioritise development workload across multiple time zones.

Credit Suisse, Global Markets Core Engineering – Application Developer   **June 2010- June 2011**
- Developed features for a firm-wide software development framework used to host .NET desktop applications.
- Practiced Agile software development principles i.e. TDD, pair programming, daily scrums and retrospectives.
- Participated in L3 support function on a weekly basis.

EDUCATION

King's College London, England   **Sep 2009 - July 2012**
   BSc (Hons) Computer Science with Year in Industry (1st)

Gorseinon College, Wales   **Sep 2006 - July 2008**
   A-Levels: Mathematics (A), Chemistry (A), Physics (C)
   AS-Level: French (A)

Ffynone House School, Wales   **Sep 2004 - July 2006**
   GCSEs: 10A*, 2A, 1B

SKILLS & ACHIEVEMENTS

- User Research & Wireframing
- Prototyping Tools (Adobe CC, Sketch, Figma, Marvel)
- JIRA & Confluence

- HTML & CSS
- English - Fluent, Arabic - GCSE Level, French - AS Level
- Duke of Edinburgh Gold Award