

# Riad Nassar

Experience Designer

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<http://riadnassar.x10host.com/>

## Experience:

### **Customer Success Representative | Consilience Software / Conduent**

December 2015 - October 2017

- Client Research and Insights
- Documenting, Testing and Training Clients
- Mentoring and Hiring
- Resolving client experience issues.
- Work in cross-functional team to achieve deliverables

### **Natural Programmer Intern | Texas Comptroller of Public Accounts**

May 2015 - November 2015

- Write, Test, and Support code to collect and allocate revenue
- Resolve user technical issues
- Gather Functional Requirements from business side

### **Technician (Theatre Work-Study) | Austin College**

September 2010 - May 2014

- Mentor and Trained new members
- Assist and advise designers, directors, and with productions and projects

## Volunteering:

### **Coach / Mentor | LASA Robotics**

September 2014 - May 2017

- Manage development of robot during entire development cycle
- Teach basic design principles
- Manage \$10,000 budget over a 7 month period every year
- Manage and Train new programming students

## Education:

Austin Community College | Austin, Texas - May 2019

A.A.S. User Experience Design

Austin College | Sherman, Texas - May 2014

B.A. Psychology w/ Minor in Computer Science

## Skills:

User Centered Design  
Prototyping  
Mentoring  
Project Management  
Conflict Resolution  
Written and Oral  
Communication  
Time Management  
Concept Sketching

## Tools:

Illustrator  
Invision  
HTML/CSS  
Sublime  
JIRA  
Trello  
Github  
Confluence  
Subversion  
Photoshop