

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, a 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