Riad Nassar

Experience Designer

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Experience:

UX Design Consultant | Freelance

November 2017 - Present

Offer UX Research and Design support to clients in all sectors. Understand users' needs and clients'goals to better advise them. Key Achievements:

- Saved client time from poor venture by conducting UX Research
- Identified usability issues in products through Heuristic Analysis

Customer Success Representative | Consilience Software / Conduent

December 2015 - October 2017

- Conduct contexual inqueries and gather user research and insights
- Hiring and mentoring new team members
- 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

Projects:

D'Archive - UX Student Resource Archive

July 2018 - May 2019 (Intermittenly)

- Used User Centered Design process throughout the entire project
- Conducted Generative User Research
- Created Low, Mid, and High-Fidelity Wireframes
- Conducted Usability Testing and Presented findings

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
User Research

Tools:

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