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## EDUCATION

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**University of Michigan School of Information, Ann Arbor, Michigan** *August 2008*  
Master of Science in Information, Specializing in Human Computer Interaction

**University of Washington, Seattle, Washington** *August 2006*  
Certificate Program in Administration and Management Summer Intensive

**King Fahd University of Petroleum & Minerals, Dhahran. Saudi Arabia** *May 2005*  
Bachelor of Science in Management Information Systems

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## PROFESSIONAL EXPERIENCE

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**University of Michigan – Medical School (Office of Enabling Technologies)** *Ann Arbor, MI*  
*User Experience Designer* *09/2008 – Present*

- Designed and did User Experience research on the OpenCourse Software.
- Carry out interviews of pilot users and potential users of the Software.

**Virilion / Mindshare Interactive Campaigns** *Boston, MA*  
*Intern, User Experience Researcher* *06/2007 – 09/2007*

- Analyzed and Evaluated education, commercial and non-profit websites using different methods (ex. comparative analysis, heuristic evaluation and survey)
- Assessed content, information architecture and designed wireframes.

**SABIC (Saudi Basic Industries Company)** *Riyadh, Saudi Arabia*  
*Executive Representative* *09/2005 – 01/2006*

- Negotiated and implemented contracts with clients from different countries
- Monitored the Contract of Agreement by maintaining the communication with the customers until their order is fulfilled.

**The Institute of Banking** *Riyadh, Saudi Arabia*  
*IT Analyst - Co-op training program* *06/2004 – 12/2004*

- Worked in the conceptual framework (Data modeling, data dictionary, normalizations, system development life cycle and prototyping) of a new Inventory system.
- Designed the layout of the Institute website and created a database using MS Access and MySQL.
- Created a course Information system so users can browse and register for courses through the web.

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## PROJECTS

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**QR-Codes for the Chronically Homeless population (Student Design Competition Finalist at CHI 2008)** *Fall 2007*

- Developed an information system, which could augment current data entry methods utilized by homeless service agencies. The system offers simple interfaces which employ QR (Quick Response) codes for configuring cell phones to perform basic functions such as setting up reminders.
- Created and refined our design concept through an iterative design process of contextual inquiry, persona development, prototyping, and user tests.

**Usability Evaluation of Kresge Business Administration Library Web Site** *Winter 2007*

- Analyzed usability issues with the library website using different methods such as comparative analysis, heuristic evaluation, and surveys.
- Drafted and conducted usability tests.

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## SKILLS

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*User Experience Research and Design:* usability testing, surveys, contextual inquiry, heuristic evaluation, network analysis, quantitative analysis using R, comparative analysis, user personas/scenarios, paper-prototyping, affinity diagrams, wireframes, storyboarding

*Applications:* MS Visual Basic 6, Photoshop, Dreamweaver, Fireworks, Adobe Illustrator, Flash, MS Office, ArcGIS

*Programming Languages:* Java, Java Script, Ruby on Rails, HTML, XML, MySQL, and CSS.