

## SUMMARY

Results-oriented professional with the following backgrounds: IT, eBusiness, Business Analysis, Consulting and User Experience; interested in implementing innovative technology strategies to solve complex business problems. Skilled in all phases of the software development lifecycle (SDLC) and user-centered design process, including gathering requirements, composing functional design documentation, rapid prototyping, usability testing, analyzing user behavior and providing design recommendations. Proven track record in leading teams and managing multiple projects at a time while producing detailed, top-notch deliverables. Skills include:

### Software

MICROSOFT OFFICE—Access, Excel, Outlook, PowerPoint, SharePoint  
DESIGN—Adobe Creative Suite (Photoshop, Illustrator, InDesign)  
WEB DEVELOPMENT—Adobe Dreamweaver; Microsoft Web Expressions, FrontPage; Joomla!  
USER EXPERIENCE—Morae (*user testing*), Axure (*wireframing*)  
MODELING/DIAGRAMMING—Microsoft Visio, OmniGraffle  
BUG TRACKING—ClearQuest

### Programming

HTML/xHTML, CSS, XML, SQL, Java

### Development Methodologies

Agile, Waterfall

### User Experience / Interaction Design

Usability testing, Heuristic evaluations, Storyboarding, Graphic design, Low and high fidelity prototyping, Card sorting, Wireframing

### Languages

FLUENT—English, Spanish, Urdu/Hindi  
ADVANCED—Arabic, Punjabi

Citizenship: U.S. Citizen

## EDUCATION

August 2010 MASTER OF SCIENCE | Information Technology and eBusiness Technology  
**Carnegie Mellon University** • Pittsburgh, Pennsylvania • GPA: 3.3/4.0

### Accomplishments:

- 2010 MSIT eBusiness Practicum WINNER – \$10,000 Grand Prize (*For more information, please visit [bit.ly/2010practicum](http://bit.ly/2010practicum)*)
  - Served as the UI consultant on a six-person team for BlackLocus, a Carnegie Mellon startup that provides automated ecommerce strategies for small businesses to more effectively thrive against their competition.
  - Devised patent-pending algorithm that permits small businesses to appear at the top of Google search results through a precise utilization of Google AdWords.
  - Used innovative *Prezi* software to deliver award-winning presentation.
- Co-creator of decision support system (DSS) that performs in-school screenings for childhood obesity: "School-Level Interventions for Prevention & Management of Childhood Obesity."
- Designer for independent study initiative that markets the MSIT eBusiness program by means of social media, **CMUnity.org**.

Coursework: Ubiquitous Computing, UML Diagramming, Contextual Inquiry, User Interface Design, Database Systems, Web Applications and Services, Wireless Communications, Search Engine Optimization (SEO), Mobile Commerce, ePayments, Network Security, Electronic Negotiations, ERP/Supply Chain, Privacy Technology

Electives: Healthcare Information Systems, Data Mining, Acting for Management, Law of Internet Technology

June 2008 BACHELOR OF SCIENCE | Management Information Systems; Human-Computer Interaction, Arabic language (minors)  
**DePaul University** • Chicago, Illinois

## EXPERIENCE

2008-2009 **ACCENTURE** • Chicago, Illinois

Aug 08-Mar 09 **User Experience Analyst (Systems Integration & Technology Consulting)**  
Consulted as a usability subject matter expert, introducing a practical user-centered design methodology and regime for clients.

- Main project: Redesigned the way core methodologies and best practices information is accessed to be more user-friendly by implementing interactive Google Maps API technology.
- Developed interactive use case storyboards (PowerPoint) to illustrate user paths and constructed numerous iterations of low and high fidelity prototypes (Photoshop, Dreamweaver) for testing.
- Conducted a series of one-on-one usability testing sessions to test prototypes; specialized user testing software, *Morae*, was used to track mouse trails and record facial expressions.
- Led workshop for colleagues on best practices and methods pertaining to usability testing on World Usability Day 2009.

Jan 08-Jul 08 **Business Analyst Intern**  
Handled internal business operations and employed cutting-edge IT strategies and services across the firm's CIO department.

- Main project: New release of Excel-based tool that determined client "winnability" and profit for a given project.
- Part of a two-person functional design team that worked closely with development team in South America.
- Prioritized several enhancement/feature requests, translated them into business requirements, and composed design specification documentation for each requirement.
- Delivered PowerPoint presentations that detailed new requirements and findings to upper management on a weekly basis.
- Created and executed hundreds of assembly, product, regression, and user acceptance (UAT) test scripts; tracked bugs.

## EXPERIENCE *(continued)*

- 2008-2009 **CYRUS M. RAB & ASSOCIATES, P.C.** • Chicago, Illinois  
**Legal Assistant**  
Served as head immigration attorney's personal assistant, performing clerical, functional and managerial duties.
- Drafted petitions, applications and letters of support for nonimmigrant workers in need of an American visa (i.e., H-1B, L-1).
  - Achieved 12% increase in candidate visa approval rate while simultaneously cutting attorney's costs by a third.
- 2005-2007 **DEPAUL UNIVERSITY** • Chicago, Illinois  
**Web Development Intern**  
Designed and maintained the website for the Ministry department of the nation's largest Catholic university.
- Created a brand new look for the entire website (amounting to 108 new graphics and 64 new pages) using HTML and CSS.
  - Developed unique pages for each staff member to post information about future events, projects and opportunities.

## LEADERSHIP

- 2003-Present **CREATIVE DESIGNS BY OSMAAN AKHTAR**  
**Web, Print and Graphic Designer**
- Experience with graphic design: logos, website graphics
  - Experience with print design: flyers, banners, brochures, posters, menus, invitations, t-shirts
  - Sample clients include the City of Chicago, DePaul University, Arab American Action Network and more; full portfolio accessible at [www.OsmaanAkhtar.com](http://www.OsmaanAkhtar.com).
- 2006-2009 **BARAKAH HAJJ & UMRAH** • Mecca, Saudi Arabia  
**Director of Affairs / Group Leader**
- Lead groups of over 100 persons (pilgrims) in completing the Hajj pilgrimage on yearly basis.
  - Assist pilgrims from trip registration in America to managing while in Saudi Arabia, months later, for three-week pilgrimage.
  - Responsible for securing ample visas for pilgrims and making adequate hotel and bus arrangements with Saudi government.
  - Working jointly with local Saudi personnel; all professional communication conducted exclusively in Arabic.

## REFERENCES

Accenture	Carnegie Mellon University	DePaul University
Mr. Michael L. Starkey ( <i>Supervisor</i> ) 161 N. Clark Chicago, IL 60601 (312) 693-1386 <a href="mailto:michael.l.starkey@accenture.com">michael.l.starkey@accenture.com</a>	Ms. Tami Radomski ( <i>Recruiting Coordinator</i> ) 417 S. Craig   Suite 212 Pittsburgh, PA 15213 (412) 268-9942 <a href="mailto:tambria_radomski@cmu.edu">tambria_radomski@cmu.edu</a>	Ms. Celeste Frontzak ( <i>Supervisor</i> ) 2250 N. Sheffield   Suite 311 Chicago, IL 60614 (773) 325-1184 <a href="mailto:cfrontza@depaul.edu">cfrontza@depaul.edu</a>
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