

ANIK AHMED

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EXPERIENCE

Bank Teller

2021 - Present

Island Federal Credit Union | Long Island, NY

- Responsible for handling customer financial transactions like deposits, withdrawals, transfers, money orders, and checking accounts.
- Filling out day-to-day paperwork, balancing out drawers, counting large amounts of cash, and assisting members with solutions via telephone.
- Managing the vault to prevent any errors to the credit union.

Key Accomplishments:

- Handles over 76 transactions per day while maintaining 100% accuracy of drawer balancing.
- Detection of fraudulent membership applications via knowledge of design principles

Frontend UI Intern

2019 - 2020

TicTic | New York, NY

- Developed startup's user interfaces for their administration panel whilst assisting startup founder with preliminary user testing for the application.
- Collaborated with developers in order to create a mockup for their administration panel.

Key Accomplishments

- Conducted early user testing & user research for the application's beta. This included field surveys, user interviews, analyzing data between 2-4 voluntary participants & preparing findings in google slide presentations

Sales Associate

2018-2021

J.crew | New York, NY

- Converted 39% of men's sales traffic into consumer sales
- Provided excellent point to point customer service to clients and maintaining existing clientele relationships
- Maintained store conditions throughout the day to day activities
- Increased overall sales goals each month in the men's section through performance-based metrics.

PROJECTS

CUNY York College Communication Case Study

2019 - 2020

York College | New York, NY

- Collaborated with classmates in order to solve our college's communication issue amongst professors and students for our senior project which took place over 2 semesters. We proceeded to pin down what was the most cost-effective way to streamline news and information for our students and staff which led us to propose and design a daily newsletter system for the school's administration.
- Conducted user research via field surveys, card-sorting, & in-person interviews with staff members & students, in order to determine specifically were the problems we had to deal with. This helped us move forward with conducting more in-depth research and seek out potential solutions.

Key Accomplishments

- Once the school shut down due to COVID-19, the newsletter had a 94% open rate and was up 36% from the previous week.
- We were able to find a low-cost solution that worked for everyone as our school's budgetary/time constraints, which we are proud of in terms of compromise.
- Created impactful change in our collegiate community.

Bookshelf Audiobook Case Study

2020 - 3 Months

FIT | New York, NY

- For my certificate program at FIT, we had to collaborate with other students to redesign an application of choice. My team decided to do the audiobook app, Audible, which eventually turned into its own app; Bookshelf.
- Throughout the project, we were using the Agile framework in order to determine our design process such as what were our pain-points, who we should target as our demographic, and what exactly is needed in this redesign and what is not.
- Our user research consisted of interviewing different users of various audiobook apps, creation of user personas, affinity mapping, detailing information architecture & wireframing which includes reiteration of the app itself.
- Dealing with our constraints such as how the business model would be like, time to complete the project within our deadline & what features should we omit from the final prototype.

Key Accomplishments

- I was our team's leader & was the one who managed our project's design process.
- Interviewed 12 users to aid with our research.
- Our project was the 2nd best received by our instructors & peers due to having a high-fidelity prototype at the end of the program.

Digital Media Manager

2019 - Present

Twitter | New York, NY

- A digital media outlet that I run that primarily focuses upon the New York Knicks & NBA.
- I create content that is relevant to my userbase such as real-time highlights, statistical analysis, news, written content, graphic design & more.
- I also aggregate content from other sources in order to keep my followers updated on the latest news and information that is relevant to the NY Knicks or anything that I find interesting around the league.

Key Accomplishments

- My content has been featured in publications such as SBNation, Fansided & SNYtv.
- For the month of March 2021, my tweets have 4.61 million impressions currently.

EDUCATION

City University of New York: York College | Bachelor of Science in Communications Technology Graduated Dec. 2021

Fashion Institute of Technology | Certificate Program in User Experience Design Completed Nov. 2020

SKILLS

Design: Figma, Sketch, Adobe Photoshop/Illustrator/After Effects, Affinity Designer, Protopie

Code: HTML, CSS, Javascript

UX/UI: Wireframing, User Research, User Testing, Prototyping, Design Conceptualization, User Interface Design

Miscellaneous: Graphic Design, Social Media Management, Microsoft Office suite (Word, Excel) Tableau

