

Hannan Abdi

User Experience Research & Design

I am a human-centered designer who builds **equitable and impactful tools** by centering marginalized experiences.

EXPERIENCE

- Jan 2021
Aug 2021 **External Community Liaison / Design Bloc (Georgia Tech)**
Coordinated community members to engage in community design course (VIP X606) about plastic upcycling in Proctor Creek.
Managed staff designers in neighborhood branding project.
- Aug 2020
Dec 2020 **Teaching Assistant / Georgia Tech**
Evaluated and mentored 20 first-year graduate students.
Coordinated virtual project showcase for students using Mozilla Hubs.
- Jun 2020
Jul 2020 **Enterprise UX Intern / The Home Depot**
Redesigned Finance IT dashboard to promote proactive system monitoring.
Recognized for excellent customer service as a result of research strategy.
- Jan 2020
May 2020 **Research Assistant / SPUD Lab (Georgia Tech)**
Used participatory methods to define security design requirements for digital resources commonly shared among social groups (e.g. Netflix).
- Oct 2015
Aug 2018 **Staffing Optimization Analyst / Navigant Consulting**
Proposed staffing plans to reduce labor spend while improving nursing productivity at six multihospital systems.
Developed visualization to assess management consolidation opportunities.
Introduced data processing and visualization tools into team's workflow.

PROJECTS

- 2020 Fall **Eviction Protection Letter Generator / Office of Immigrant Affairs**
Designed a website to help residents create declarations against evictions.
- 2019 Fall **ZooServations / Zoo Atlanta**
Designed service design touchpoint to accommodate Blind visitors at the zoo.

EDUCATION

- 2019
May 2021 **Georgia Institute of Technology**
MS, Human-Computer Interaction
Thesis: Design for Anti-evictions under Dr. Carl DiSalvo
- 2010
2014 **Northwestern University**
BS, Industrial Engineering & Management Sciences
Questbridge Scholar, Full Scholarship

SKILLS

Qualitative Research
Field Studies
Focus Groups
Survey Design
Task Analysis
Service Design
User Interviewing
Systems Mapping
Affinity Mapping
Storyboarding
Wireframing
Prototyping
Iterative Design
Participatory Design
Usability Testing
Data Visualization

TOOLS

Qualtrics
Photoshop
Illustrator
Sketch
Figma
Invision
Processing
SQL
HTML5/CSS3