

hannan abdi

User Experience Research & Design

I am a human-centered designer who builds **equitable and impactful** services and digital products.

EXPERIENCE

- Jan 2021 **External Community Liaison / Design Bloc (Georgia Tech)**
Aug 2021 Coordinated local community participation and co-design in community design course for plastic upcycling around the Proctor Creek Watershed. Managed staff designers in neighborhood branding project.
- Aug 2020 **Graduate Teaching Assistant / Georgia Tech**
Dec 2020 Evaluated and mentored 20 first-year graduate students in HCI course. Coordinated virtual project showcase for students using Mozilla Hubs.
- Jun 2020 **Enterprise UX Intern / The Home Depot**
Jul 2020 Reduced manual monitoring efforts 80% with Finance IT dashboard redesign. Recognized for excellent customer service as a result of research strategy.
- Jan 2020 **Research Assistant / SPUD Lab (Georgia Tech)**
May 2020 Used participatory methods to define security design requirements for digital resources commonly shared among social groups (e.g. Netflix).
- Oct 2015 **Staffing Optimization Analyst / Navigant Consulting**
Aug 2018 Proposed staffing plans to reduce labor spend while improving nursing productivity at six multi-hospital 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 **Georgia Institute of Technology**
May 2021 MS, Human-Computer Interaction
Thesis: Design for Anti-evictions under Dr. Carl DiSalvo
- 2010 **Northwestern University**
2014 BS, Industrial Engineering & Management Sciences
Questbridge Scholar, Full Scholarship

SKILLS

Generative Research
Field Studies
Survey Design
Task Analysis
Ecosystem Mapping
Affinity Mapping
Storyboarding
Wireframing
Information Architecture
Prototyping
Iterative Design
Service Design
Participatory Design
Workshop Facilitation
User Testing
Accessibility
Data Visualization

TOOLS

Qualtrics
Photoshop
Illustrator
Sketch
Figma
Invision
Processing
SQL
HTML5/CSS3
Tableau / PowerBI
Visio