MUSA AHMED

CONTACT

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SUMMARY

I am currently **Principal Designer** responsible for overseeing the entire portfolio of the company. My role involves aligning the product with the company's vision and strategy. I have been involved with multiple startups throughout the decade of my professional career as both a Designer and Strategist

EDUCATION

Graduated Bachelor of commerce (B.Com) from the University of Kalinga in the year 2005

SKILLS

Design

UX Research • UI/Interaction Design • UX strategy & planning • Journey Mapping • Information Architecture • Wireframing • Prototyping • Usability Testing • Data Visualization

Software

Figma • Sketch • Adobe CC (XD, Photoshop, Illustrator, InDesign) • InVision • Marvel • Webflow • Elementor

EXPERIENCE

APR 2021 - PRESENT • 2YRS 1MO
LOUISA GOLDMAN SACHS - PRODUCT DESIGN LEAD

Promoted to Design Lead, where I managed stakeholder calls, design reviews and critique sessions with designers and collaborators.

As the only **Senior Designer** in India, I led projects where i was involved in user research, ideation, prototyping, and collaboration with development teams.

MAY 2016 - APR 2021 • 5 YRS
ZAMASK TECHNOLOGIES - CO-FOUNDER & DESIGNER

Collaborating with a diverse range of clients, I tackled a broad spectrum of unique challenges and developed effective solutions grounded in user research. My **key responsibilities involved identifying complex problems, validating them with relevant audiences, and crafting compelling and impactful user experiences.**

DEC 2008 - MAY 2016 • 7 YRS 6 MOS
WORKPLACE GOLDMAN SACHS - DATA VISUALISATION DESIGNER (VP)

As a data visualisation designer, **I was responsible for analyzing complex data sets and transforming them into clear, easy-to-understand visuals that effectively communicated key insights and trends to stakeholders.**

I developed logical visual flows that helped stakeholders comprehend employee productivity and efficiency, enabling them to make data-driven decisions that drove business growth. My work in this role contributed significantly to the success and reputation of the organization as a data-driven entity.

2006 - 2008
CONVERGYS - SENIOR TECHNICAL SUPPORT OFFICER

As part of the Escalation team for Microsoft products, I successfully managed escalated issues and maintained the product knowledge base for frontline tech support agents.

My problem-solving skills and collaborative approach allowed me to quickly identify and address issues, contributing to the team's success and overall customer satisfaction.

2004 - 2006
AOL - TECHNICAL SUPPORT OFFICER

Promoted to Senior Tech Support in just 9 months, my exceptional technical knowledge, problem-solving skills, and customer-centric approach enabled me to deliver outstanding results and adapt quickly to new challenges.