

# ZAYERA KHAN

UNDERSTANDING HUMAN BEHAVIOUR & CREATING USER INTERACTIONS

## OBJECTIVE



I want to create engaging customer interactions.



I offer 20 years of work experience in the field of human-computer interaction, user experience, usability and interaction design.

## QUALIFICATIONS



Recruiting, leading UX teams and supervising UX activities



Design management  
Teaching UX courses



International work experience  
Fluent: english, swedish, german

## EDUCATION

### Master's degree in Interaction design, 1998 - 2000

Malmö University, Sweden

### Bachelor's degree in Cognitive science, 1994- 1997

Skövde University, Sweden

## WORK EXPERIENCE

2016-2017

### UX lead

Managing ux activities and ux team. Supporting product managers and working across departments to ensure overall design strategy.

2008 - 2018

### UX consultant

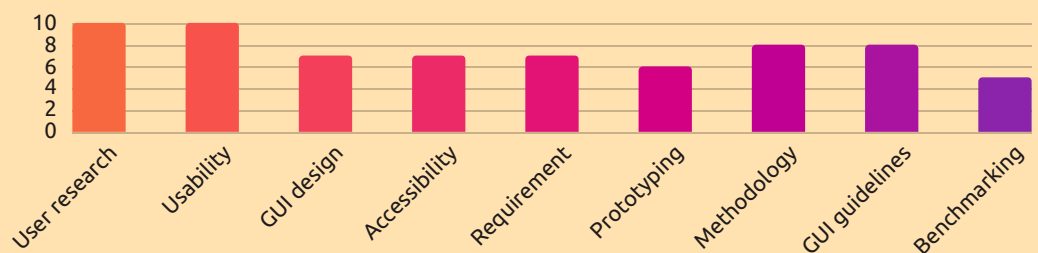
Working for various clients: Scania, Försäkringskassan, Folksam, Teracom, Jordbruksverket, FMV & FM.

2001 - 2008

### Usability consultant, Customer experience Analyst, Customer experience manager

Various roles working with product development. Applying user-centred design process to create great customer experiences regardless of products and services.

## SKILLS



## COMMUNITY

### Conference & lecturing

UX open Stockholm, 2016 & 2017  
SDC, 2012  
Geek Girl, 2011, 2012, 2015

### Supervisor & mentorship

Student supervisor, 2017  
UX mentorship, career foundry, 2015-2016