

# ZAYERA KHAN

## UNDERSTANDING HUMAN BEHAVIOUR & CREATING USER INTERACTIONS

### EDUCATION

#### MASTERS DEGREE

Interaction design, 1998 - 2000  
Malmö University, Sweden

#### BACHELORS DEGREE

Cognitive science, 1994- 1997  
Skövde University, Sweden

#### DIPLOMA

Documentary filmmaking  
2013 - 2014

### OBJECTIVE

- Understanding and creating new products and services
- Creating engaging interactions

### PERSONAL PROFILE

- 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

### WORK EXPERIENCE

#### UX LEAD

Arbetsförmedlingen 2016 - 2017

#### SERVICE MANAGER

1177 Vårdguiden 2014 - 2015

#### UX CONSULTANT

Clients: Scania, Teracom, Folksam  
Försäkringskassan, Jordbruksverket,  
Boxer, FMV & FM 2008 - 2018

#### CUSTOMER EXPERIENCE MANAGER

Orange Switzerland 2007 - 2008

#### CUSTOMER EXPERIENCE ANALYST

Forrester Research 2006 - 2007

#### USABILITY CONSULTANT

Bluewin, Swisscom 2003 - 2006  
ETH 2002, Unamite / Accenture, 2001  
Cambridge Technology Partners 2000 - 2001

### PROFESSIONAL SKILLS

