Dina Khouri

User Experience Designer

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US Citizen able to obtain clearance

ABOUT ME

I am an experienced UX designer specializing in crafting user-centric digital solutions. My expertise spans research, information architecture, and interaction design, ensuring a satisfying user experience. I stay updated on the latest design trends and technology to deliver cutting-edge interfaces. Emphasizing data-driven solutions, I integrate empirical insights into the design process. My proven track record reflects my commitment to making the digital world more user-friendly.

EXPERIENCE

Lumen Technologies - Remote — *Lead UX Designer*

2021 - 2023

- Lead user experience designer, responsible for taking on complex tasks, and transforming them into intuitive, accessible, and easy-to-use designs.
- Collaborated with teams of Designers, Researchers, Engineers, and Product Managers throughout the design process—from creating user flows and wireframes to building user interface mockups and prototype
- Led Information Architecture as an initial exploration component when collaborating with Product Teams to gain deeper insights into various projects at their inception.
- Partnered with the UX Research team to conduct thorough user and design analyses prior to production, which involves creating user personas, journey and flow maps, and other resources that enhance understanding of users and customers
- Re Architecture of the Support center that resulted in increasing the helpfulness rate by 10%, reduced chat intents by 20%, increased the UMUX score by 24 points

Quantum Interface - Austin, TX — *UX/UI Designer*

2019 - 2021

- Sole UI designer / Process flow architect at Quantum Interface. responsible for gathering and evaluating user requirements, illustrating ideas and process flows, designing user interface elements and performing usability testing for the product.
- Translated complex ideas and concepts into user flows, wireframes, mockups, and interactive prototypes.

IDC Architecture - Bethlehem — *Architectural Engineer*

2014 - 2017

- Proficient in CAD, building systems integration, and project coordination for effective architectural project delivery.
- Space planning, material selection, color coordination, and furniture selection to optimize interior aesthetics and functionality.
- Strong client collaboration and project documentation to translate vision into personalized and well-documented interior design solutions.

Portfolio Website

EDUCATION

The University of Texas at Austin - Full Stack Web Development Bootcamp

2018 - 2019

The University of Birzeit - *Bachelor in Architectural Engineering*

2009 - 2014

Certifications

Google - Google Agile Project Management

2023

NN Group - Storytelling to present UX Work

2022

Alexunder Hess - Motion UI Design Masterclass

2021

Technical Skills

Adobe XD & Figma

Prototyping & Wireframing

Competitive Analysis

Journey Mapping

Photoshop & Illustrator

HTML & CSS

Motion Design

Google Sketchup 3D

PROJECTS

Support Center — *Redesign & Re Architecture*

- Redesigned the Support center for Quantum Fiber that resulted in improved customer feedback
- increased the helpfulness rating by 10%
- Reduced the chat intents by 20%, increased the UMUX score from 56 to 80.
- Collaborated with the development team on the Support center project to implement a new user interface design system that reduced development time, and still met the business and design goals, resulting in a more successful project outcomes

Email Communications — *Redesign*

- Worked on the redesign of two rounds of communication emails, resulting in an increase in task score based on the UX Review, and a more consistent brand image across all communications

QIVX — *VR Education System Full product Design*

- Designed and optimized the user experience for QIVX, a next generation VR training system for pilots.
- Improved the exams pass rate from 65% to 98% after the students started using QIVX
- Enhanced 360-degree videos with interactive hotspots, enabling integration of various media types for a more engaging learning experience
- Developed an intuitive and accessible interface for users to attach and manage media content within the interactive hotspots
- Played a pivotal role in implementing gaze tracking technology, enabling in-depth analysis of students behavior during lessons

Soft Skills

Collaboration

Communication

Analysis

Time management