



FAIZAL HEESBEEN

User Experience Designer

ABOUT ME

I have done several projects, internships and I did a minor (focussed on UX Design). I think UX Design is interesting, because it combines different facets: thinking about the mental model and psychology, creating advanced interactions and visualize these into a complete story.

I always look critically at a design / concept and I think it is important that it's determined from a theory or test. Furthermore, I am a social person and I think humor is an important characteristic within the team.

EDUCATION

aug 2013 - july 2018
Communications & Multimedia Design, HBO
Interaction/UX designer.

feb 2016 - july 2016
Minor User Experience Designer, HBO
Cognitive psychology, Seductive Interaction Design, Big IA.

aug 2006 - july 2010
Media College Amsterdam, MBO
Media (production) Management, Niveau 4.

aug 2002 - july 2006
Media College Amsterdam, VMBO
Classes incl.: Dutch, English, Math.

WORK EXPERIENCE

aug 2016 - present
Faiz Webdesign
Freelancer / Webdesigner
▶ As a part-time freelancer I make wordpress websites and identity designs.

feb 2018 - jan 2019
Rabobank Netherlands
UX/Interaction Design
▶ I did research on "Empty state pages" and find out the way how to convert the frustrations of the user into a positive experience.
▶ I have done research on the current components of Rabobank and its interactions (including the field where you must enter an IBAN number). Based on my findings and by sparring with developers, I made re-designs and presented these to the lead designers.
▶ For the Rabobank app within the theme "managed investing" I have made a re-design, whereby different design choices have been applied to the updated app.
▶ Behind the scenes I have attended different interviews, whereby I observed the interviewee. The findings of these observations I processed within the app

feb 2014 - aug 2014
Say Cheese Amsterdam
Visual & Interaction Design
▶ Here I have determined the branding for the polaroid photos. I did this by creating unique designs based on the theme of the event and the brand of the company.
▶ I redesigned the interface of the Say Cheese Livebox. Here I have set up a new navigation structure, which makes it easier for the photographer on location to carry out the various tasks.

aug 2009 - jan 2010
Eurodoq Business Communications
Traffic Manager
▶ At this company I was handling the calculations, quotations and invoices.

feb 2009 - aug 2009
Pressfoon BV.
Traffic collaborator
▶ Here I had contact with the subscribers of women.nl. During the conversations it was my goal to find out what their needs are. After that I processed these findings into their advertising page.
▶ I have made a manual that gives information about how you add or edit an advertisement at women.nl

SKILLS

Design

Sketch
Illustrator
Principle
Photoshop
Indesign

Prototyping

Invision
Flinto

UX Methods

Personas
Customer Journey
AB-tests
Usability testing
Wireframing
Mental Models
Service Blueprint
Requirement lists

Other utilities

Slack
Keynote
Microsoft Office
Trello

Development

CSS3
HTML5
Javascript

Languages

Dutch
English
Surinamese