

Qadro Mohamud

Experience

February 2023- Current

UX Writer United Airlines

- Write, edit, and test copy on digital platforms and products
- Help develop and apply digital brand voice and oversee the proper usage tone and voice for all United digital assets
- Translating complex ideas or business policies into clear, concise plain language
- Work closely with front-end developers, product managers, user experience designers, and CMS developers
- Make improvements to content architecture, internal workflows, topic structure, and topic discoverability.
- Ensures content and delivery mechanism meets end-user needs.

January 2022- July 2022

UX Writer Microsoft (via Aquent)

- Write and update general troubleshooting content
- Conduct content inventory and content audit to determine necessary changes and ensure accessibility standards are met
- Support various teams in crafting copy for email, push notifications, empty states, and design iterations
- Collaborate with designers, researchers, product managers, product marketers and engineers to serve a global content audience
- Follow all guidelines, such as UX content, accessibility, design system, and localization
- Craft error messages that adhere to style guidelines and principles

January 2021- Current

UX Writer Freelance

- Card sort to determine new copy for the website
- Analyze and interpret both qualitative and quantitative data
- Make content decisions based on empathy, logic, and data

Education

Bachelor of Science in Psychology

Washington State
University

User Experience Design

General Assembly

Skills

Research
UX Writing
Content Audit
Wireframing
Human Centered
Design

Tools

Adobe
Figma
Optimal Workshop
Miro
Teams

Contact

[LinkedIn](#)

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