

Nadia Jahan

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Education

University of Michigan School of Information | Ann Arbor, MI

Graduated- May 2026

Bachelor of Science Information | User Experience (UX) Design, Minor in Human-Centered Artificial Intelligence & Business

Courses: Qualitative Analysis, Quantitative Analysis, Project Management, Statistics and Data Analysis, Advanced Interaction Design

GPA: 3.78/4.00

Work Experience

Knowledge Management Intern, Rocket Mortgage | Detroit, MI

May 2026 - Present

- Engineered an automated survey pipeline for an AI-assisted search product, leveraging product analytics to identify and screen 200+ eligible users daily and deliver personalized Slack survey invitations, surfacing adoption gaps that guided the product and design team's roadmap.
- Audited 200+ product listings across 6 channels, removed retired items from the codebase, and published corrected descriptions to production via content management system (CMS), achieving a 20% catalog reduction toward the team's 50% yearly goal.
- Analyzed 56 user sessions across 4 business cohorts using product analytics, session replay, and survey data, and presented 3 prioritized recommendations to leadership, cross-functional teams, and product and design stakeholders to inform roadmap decisions.

Product Design Intern, Intermode | Detroit, MI

June 2025 - August 2025

- Redesigned the blog page and co-authored featured articles, strengthening brand voice, storytelling, and alignment with long-term content strategy.
- Audited content and UX across 5+ internal and competitor sites — combining journey mapping, Google Analytics, and competitive analysis — to identify content gaps and propose 10+ improvements to messaging, structure, and usability.
- Optimized 4+ core website pages in Webflow CMS, improving mobile responsiveness and establishing a unified style guide to keep content and brand voice consistent at scale.

Assistant Researcher (Blue Ribbon Winner), University of Michigan Biological Station | Ann Arbor, MI

September 2022 - April 2023

- Directed the design and deployment of a Qualtrics survey engaging 300+ students to collect diverse perspectives on course inclusivity and engagement.
- Analyzed qualitative and quantitative data in SPSS, identifying behavioral trends that contributed to a 10% rise in engagement among minority students.
- Delivered findings through detailed reports and visually impactful presentations, translating complex data into clear, actionable recommendations that informed curriculum adjustments.

Leadership Experience

Student Event Ambassador, School of Information, University of Michigan | Ann Arbor, MI

September 2025 - May 2026

- Served as first point of contact for 10+ prospective students each semester via 1:1 Zoom meetings, email, and virtual Q&A sessions, providing personalized guidance on admissions and UMSI programs
- Led in planning and executing in-person and virtual recruitment events, ensuring smooth logistics and a positive experience for prospective and admitted students
- Coordinated and assisted with 5+ recruitment and yield events including webinars, community college visits, and workshops engaging audiences of 30–50+ students per event

Lead Grant Writer, Bring Hope Back Home | Detroit, MI

February 2021 - Present

- Secured over \$20,000 for a scholarship program by researching funding opportunities and writing persuasive, donor-tailored pitches that educated, informed, and converted prospective funders
- Strategized outcome-focused grant proposals highlighting program impact, aligning messaging with donor priorities to secure essential funding
- Streamlined the grant application workflow, improving cross-team collaboration and lifting funding success rates by 70% sustainability

Relevant Skills

Data & Analytics: SQL, Python, BI reporting, Amplitude, Pendo, SPSS, dashboard development, large dataset querying and investigation

Research & Quality Methods: Quantitative & qualitative research, user interviews, surveys, contextual inquiries, root-cause investigation, benchmarking