

Kaleem Rahman

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EXPERIENCE

YAMMER, San Francisco, CA, September 2015–Present

Market Adoption Product Manager II

- Broadened customer adoption by judiciously addressing the unique needs of IT administrators, community managers and executives at organizations, and evolving the product accordingly
- Helped Yammer achieve *EU Model Clauses* and *HIPAA* compliances, rewired Android and iOS apps to support *Mobile Application Management*, provided Yammer usage reports via Office 365, and led effort to deprecate legacy *Single Sign-On* and *Directory Sync* tools while transitioning customers smoothly

MICROSOFT, Redmond, WA, September 2012–September 2015

Program Manager – Operating Systems Group

- Windows 10: Prototyped, usability-tested and shipped *Continuum for Phones*, a feature that enables Windows phones to provide a PC experience when connected to a screen, mouse and keyboard
- Windows 8.1: Shipped time, language and input settings experiences in *PC Settings* app, and amended the airplane mode experience to address major user and operator pain points from Windows 8

CARNEGIE MELLON UNIVERSITY, Pittsburgh, PA, January 2012–August 2012

Product Manager – Client: The Andy Warhol Museum

- Created first-of-its-kind interactive museum experience by leading a 4-person interdisciplinary team through comprehensive phases of human-centered research, product visioning and iterative design

MICROSOFT RESEARCH INDIA, Bangalore, India, November 2010–July 2011

Research Assistant – Technology for Emerging Markets

- Investigated 36 government schools in urban and rural areas of Bangalore district to understand challenges in providing usable toilet infrastructure and outline design opportunities
- Prototyped interactive voice response system in Python to test social design concept in local schools

BLACKROCK, New York, NY, June 2009–August 2009

Software Developer Intern – Aladdin & Technology

- Managed initial implementation of disaster recovery program by collaborating with 6 teams
- Developed Perl tool for storage team to troubleshoot disk activity and tuned it to get 90% perf boost

MICROSOFT RESEARCH INDIA, Bangalore, India, May 2008–August 2008

Research Intern – Technology for Emerging Markets

- Created C# software tool to generate lower-cost tactile images for the visually-impaired, and used tool to create and distribute a library of 50 images to 2 blind institutions in India
- Field-tested the *Braille Writing Tutor* with 18 children at a blind school in India, implemented 2 educational games for it in C++ and examined whether it was ready for mass deployment

PROJECTS

ZENE: A Contextual Smartphone Experience, Pittsburgh, PA, August 2011–December 2011

- Designed a smartphone experience for LG electronics that recognized user context and surfaced relevant actionable information via quick-access menu and tap-unlock interfaces

Education e-Village, Doha, Qatar, September 2009–May 2010

- Usability tested existing web application prototype using heuristic evaluation techniques and think-aloud studies with 18 users, and made detailed recommendations for design improvements

EDUCATION

MASTER OF HUMAN-COMPUTER INTERACTION

Carnegie Mellon University, Pittsburgh, PA

Graduated August 2012, GPA: 4.01/4.00

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Carnegie Mellon University, Doha, Qatar & Pittsburgh, PA

Graduated May 2010, GPA: 3.42/4.00

Minor in Business Administration

College and University Honors

SKILLS

Product Management: Strategy & Vision, Competitive Analysis, Roadmap & Feature Specification, Project Management

User Experience Design: Contextual Interviews & Observation, Sketching, Wireframing, Usability Testing, Personas & Scenarios

Programming: Python, Java, JavaScript, HTML

Illustration: Adobe Illustrator

Sound Design: Ableton Live Suite, Native Instruments Maschine

Spoken Languages: English, Hindi, Urdu;

Conversant in Spanish; Written Arabic, French, Tamil

INTERESTS

Music Production & DJ'ing (soundcloud.com/dislokated)

PUBLICATIONS

Taking Stock of Toilets in Bangalore's Government Schools: Status, Challenges and Opportunities. Technical Report, Microsoft Research India, August 2013.

Experiences with Lower-Cost Access to Tactile Graphics in India. ACM DEV '10 Proceedings of the First ACM Symposium on Computing for Development, London, UK, December 2010.

Enhancing an Automated Braille Writing Tutor. IROS '09 Proceedings of the 2009 IEEE/RSJ International Conference on Intelligent Robots and Systems, St. Louis, MO, October 2009.

Enhanced Formalization, Fun-Factor, and Field Testing for a Low-Cost Braille Writing Tutor. Technical Report, Robotics Institute, Carnegie Mellon University, July 2009.