Kaleem Rahman

mkrahman.com | rahman.kaleem@gmail.com | San Francisco, CA

EXPERIENCE

YAMMER, San Francisco, CA, September 2015–Present
Product Manager II

- Led Yammer's foray into supporting communities at work in creating and harnessing institutional knowledge—efforts included uncovering areas of opportunity through customer research, building support for them, and launching the *Question and Answer* experience.
- Built Yammer's entire reporting capabilities for community managers and IT admins—efforts included *Group Insights* in Yammer, *Seen Counts* on public conversations, organization-wide usage reports via *Microsoft 365 Admin Center* and *Microsoft Graph API*, and legacy analytics app deprecation
- Doubled customer adoption by addressing IT and compliance department concerns—efforts included *EU Model Clauses* and *HIPAA* compliances, legacy *Single Sign-On* and *Directory Sync* tools deprecation, *Mobile Application Management* for iOS and Android apps, and *Office 365 Management Activity API* integration to supply security event logs

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

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

Design & User Research: Contextual Interviews & Modeling, Sketching, Wireframing, Prototyping, Usability Testing
Programming: Python
Sound Design: Ableton Live Suite, Analog Synthesis, Sampling
Spoken Languages: English, Hindi, Urdu; Written Arabic, Spanish, French, Tamil

INTERESTS

Electronic Music Production (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.

PATENTS

Presentation of Computing Environment on Multiple Devices. Microsoft, September 2017.