

NAIMA ALNAJJAR

UX/UI DESIGNER | WEB DEVELOPMENT | ACCESSIBLE DIGITAL SERVICES

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PROFESSIONAL SUMMARY

UX/UI and web design professional with two years of Canada Revenue Agency experience designing interfaces for My Account, My Business Account and Represent a Client. Combines wireframing, prototyping, accessibility-minded design and implementation support with hands-on HTML5, CSS3, JavaScript and Adobe Experience Manager forms development from Global Affairs Canada. Earlier Transport Canada experience includes SAS and VBA automation, data validation and reporting support. Experienced in translating requirements into designs and reusable web assets, collaborating with multidisciplinary teams, and validating digital experiences.

SELECTED QUALIFICATIONS

Federal digital services Two years of CRA web design experience plus development placements at Global Affairs Canada and Transport Canada.

UX/UI delivery Wireframes, task flows, prototypes, design reviews and implementation quality assurance.

Enterprise web forms Reusable Adobe AEM adaptive-form fragments developed with HTML5, CSS3 and JavaScript.

Data automation SAS and VBA processing, data validation, reconciliation and reporting support.

TECHNICAL EXPERTISE

Web and UX Adobe AEM, Adobe XD, Figma, Balsamiq Wireframes, SAP Fiori, responsive design, prototyping, usability and accessibility-minded design

Programming JavaScript, HTML5, CSS3, Java, SQL, Python, PHP, SAS, VBA, C and C++

Databases PostgreSQL, MySQL, Oracle, Microsoft SQL Server, Microsoft Access and MongoDB

Development Tools Eclipse, Android Studio, Visual Studio, NetBeans, Windows, Linux (Ubuntu and Red Hat) and VMware

Delivery Skills Requirements analysis, SDLC, functional testing, data validation, documentation, stakeholder collaboration and Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Canada Revenue Agency | Web Designer (Full-Time Contract) May 2023 – May 2025

- Designed and tested accessible, user-centred interfaces for My Account, My Business Account and Represent a Client within the CRA Digital Services Directorate.
- Created wireframes, task flows and high-fidelity prototypes using Balsamiq and Adobe XD, translating business and user needs into clear interface designs aligned with Government of Canada standards.
- Collaborated with developers, product owners, business analysts and designers to translate requirements into interfaces and support implementation and validation.
- Refined navigation, content presentation and interaction patterns through iterative design reviews and stakeholder feedback.
- Reviewed interfaces for consistency, accessibility and responsive behaviour; identified design issues and supported implementation quality assurance.
- Documented design decisions and presented recommendations that balanced user needs, technical constraints and program objectives.

Global Affairs Canada | Junior Programmer Analyst (CO-OP) Sep 2022 – Apr 2023

- Developed and maintained responsive web forms using HTML5, CSS3 and JavaScript for the Business Process Engineering and Solutions team.
- Built modular Adobe Experience Manager adaptive-form fragments that promoted reuse, consistency and faster delivery across multiple business workflows.
- Participated in client requirements sessions, clarified business rules and translated operational needs into functional, maintainable AEM assets.
- Collaborated with developers and analysts throughout design, development, testing and implementation, resolving issues and refining form behaviour based on stakeholder feedback.
- Validated web-form functionality, field logic and presentation across use cases, contributing to reliable and accessible digital experiences.
- Authored and updated technical and user-facing documentation to support ongoing maintenance and knowledge transfer.

Transport Canada | Student Developer (CO-OP) May 2022 – Aug 2022

- Developed SAS and VBA automation to process, validate and reconcile information for the Dangerous Goods Accident Information System.
- Investigated data discrepancies across public and internal datasets, corrected quality issues and strengthened the accuracy of operational reporting.
- Created reusable tools that reduced repetitive manual work and supported more efficient analysis of dangerous-goods incidents, trends and root causes.
- Worked with program specialists to understand reporting needs, translate requirements into practical data solutions and validate outputs.
- Documented procedures, logic and results to support repeatable processing and future maintenance.

SELECTED DELIVERY HIGHLIGHTS

CRA online services Interface design and validation supporting My Account, My Business Account and Represent a Client.

Reusable digital forms Modular AEM assets, business-rule clarification, functional checks and maintenance documentation.

Operational data quality Automation and reconciliation supporting dangerous-goods incident analysis and reporting.

EDUCATION AND CERTIFICATIONS

Diploma, Computer Programming | Algonquin College, Ottawa | May 2021 – April 2023

SAP UX Fundamentals on SAP Fiori

SAP ABAP Programming Fundamentals on SAP BTP

IBM Machine Learning Specialist – Associate

Government of Canada Reliability Status