

Ambereen Fatima

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Education

Rutgers University–New Brunswick

Expected May 2027

B.A. in Information Technology and Informatics, B.A in Cognitive Science

- **Relevant Coursework:** Web Design, Human-Computer Interaction, Information Visualization, Neural Structure of Language, Language and Cognition, Web Accessibility

Work Experience

Rutgers University Office of Information Technology | New Brunswick, NJ

May 2025 – Present

IT Help Desk Consultant

- Resolved 1,000+ support requests across 4 computer lab locations, troubleshooting hardware, software, and network issues for students, faculty, and staff.
- Monitored and documented the status of 100+ lab devices using ServiceNow, supporting inventory tracking and equipment reliability across OIT-managed locations.
- Supported classroom technology by setting up teaching labs, troubleshooting equipment, and providing on-site assistance to instructors.

Sony Music Entertainment | New York City, NY

May 2025 – Aug 2025

Business Analyst Intern

- Authored redesign proposals and feature expansion plans for Release Pipeline, SME's global music release planning platform, after conducting cross-functional design reviews to identify usability gaps.
- Produced 4 AI-assisted training videos using Synthesia, the first video-based training materials for Release Pipeline, distributed to release planning teams across SME's global operations.
- Published training resources and system documentation on Confluence, integrating Jira ticket references to support knowledge sharing and issue tracking across teams.

Leadership Experience

Institute for Domestic and International Affairs | New Brunswick, NJ

Sep 2023 – Present

Director of Digital Content

- Led end-to-end visual design and brand strategy across Model UN and Model Congress conferences, producing logos, motion graphics, social media campaigns, and video content.
- Directed logistics and administration for large-scale Model UN and Model Congress conferences, supporting 1,000+ students across 5+ regional events.
- Supervised and mentored directors during their research and brief-writing process, providing feedback to ensure accuracy, clarity, and academic quality.
- Authored academic policy briefs on domestic and international technology issues, synthesizing complex topics into accessible materials for student delegates.

Muslim Tech Collaborative | New Brunswick, NJ

Sep 2025 – Present

Marketing Co-Head

- Led marketing strategy and brand identity for a student organization at the intersection of Muslim community and technology, overseeing visual design, social media, and event promotion.
- Produced event promotional materials and social content, coordinating across executive board teams to ensure consistent brand voice and timely campaign execution.

Skills

Languages: HTML, CSS, SQL, Python, Java, JavaScript, TypeScript, React

Software/Platform: WordPress, Tableau, Lovable, Synthesia, Loom, ServiceNow, Confluence, Jira, Microsoft Office (Word, Excel, PowerPoint)

Design: Figma, Canva, Adobe Photoshop, Illustrator, Adobe XD, InDesign