

# Alexander Pirouznia

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## EDUCATION

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**Cornell University**, College of Computing and Information Science, Ithaca, NY **Dec. 2026**  
*MPS, Information Science; Concentrations in Interactive Technology and User Experience; 4.1 GPA*  
**Relevant Courses:** Human Computer Interaction; Visual Data Analytics for the Web; Qualitative User Research & Design Methods; Learning Analytics; AI Chatbots, RAG, AI Agents; Project Management; AI History; Digital Technology Immersion

**University of Utah**, College of Engineering, Salt Lake City, UT **May 2022**  
*BS., Entertainment Arts and Engineering (Games); 3.8 GPA*

## PROFESSIONAL EXPERIENCE

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**Cornell University – Human Ecology and Brooks Public Policy**, Ithaca, NY, *IT Support Technician* **May 2024-Present**

- Own the design and rollout of an IT support portal for 1400+ users, gathering stakeholder input and consolidating fragmented workflows into a unified ticketing system with standardized process documentation.
- Participating in Microsoft Copilot pilot across IT workflows, actively evaluating use cases and contributing structured feedback to inform product improvements.
- Led Windows 11 compliance rollout across 200+ devices by coordinating IT, procurement, and faculty stakeholders to achieve 100% adoption ahead of university deadline.
- Drive \$150k+ in annual technology procurement, managing vendor relationships, deliverable tracking, and audit-compliant documentation across 20+ active contracts and renewals.
- Scope Secure Connect implementation readiness across 2 colleges, designing rollout sequencing and stakeholder alignment protocols to support leadership decision-making.

**Cornell University – Health Design and Innovation Lab**, Ithaca, NY, *UX Designer* **Jul. 2025-Jan. 2026**

- Conducted stakeholder interviews, synthesized 75+ findings into structured documentation, and translated insights into workflow recommendations for client leadership.

**Cornell University – Mann Library**, Ithaca, NY, *User Services/Instructional Technology Coordinator* **Apr. 2023-May 2024**

- Created 100+ page SharePoint knowledge base consolidating documentation from 5+ scattered platforms, standardizing workflows and establishing version-controlled process records across multiple teams, achieving full adoption.
- Facilitated the transition from a custom invoicing system to QuickBooks, coordinating process changes, documentation, and staff onboarding to support more reliable financial operations.

**Cornell University – Research and Innovation**, Ithaca, NY, *Quality Assurance Tester* **Aug. 2022-Apr. 2023**

- Partnered with project managers and engineers to triage and prioritize 50+ system issues, documenting user findings and collaborating with project leads to publish user-facing documentation following rollout, reducing support tickets.

**Microsoft**, Salt Lake City, UT, *Technical Support Specialist* **May 2019-Jun. 2022**

- Piloted SMB support program expansion, training and mentoring agents while creating troubleshooting documentation that enabled the team to scale from 15 to 300+ employees within 6 months.

## PROJECTS

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**Unisys AI Student Services Platform** **May 2026**

- Spearheaded end-to-end product design for a RAG GenAI student services platform for Unisys, translating user research into MVP specs and GTM strategy targeting a \$3B market opportunity.

**Multi-Agent Research Assistant** **Dec. 2025**

- Designed and built a multi-agent AI assistant with RAG semantic search and web verification capabilities to address time-intensive literature review bottlenecks in academic research.

**GenConnect** **May 2025**

- Conducted mixed-methods research with 12+ participants to identify digital literacy barriers for older adults, synthesizing insights into Figma prototypes.

## LEADERSHIP EXPERIENCE

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**Expanding Your Horizons**, *Websites Chair, Cornell University* **Apr. 2024-Present**

- Solved event registration bottleneck for 350+ participants by designing Qualtrics system with Python automation, reducing coordination work from 4+ hours to minutes.

## SPECIALIZED SKILLS

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**Product & Process:** Jira, Notion AI, Agile/Scrum, Roadmap Planning, GTM Strategy, User Stories, Workflow Automation  
**Design & Data:** Figma, Tableau, User Research, A/B Testing, Product Metrics, SQL  
**Technical & AI:** Python, OpenAI API, LangChain, RAG, ChromaDB, n8n, Git