

# ASMA HASSAN

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## EDUCATION

Bootcamp in Front-end Web Development & UX

**University of Birmingham**

📅 February 2023 - current

M.Sc.

Social Policy and Social Research

**University College London (UCL)**

📅 2015 - 2017

B.Sc.

Sociology

**University of Roehampton**

📅 2012 - 2015

A-Levels

**Stanmore College Sixth Form**

📅 2010 - 2012

9 GCSE's

Maths and English

**Rooks Heath Academy for Business**

📅 2006 - 2010

## TECHNICAL SKILLS

- HTML
- CSS (Bootstrap)
- JavaScript (ES5, ES6, jQuery, Node.js and React)
- API's
- Git and GitHub
- Visual Studio
- UX
- Figma

## PROJECTS

### Happy Tummy

- Developed a recipe website that helps health-conscious individuals find healthy recipes that fit their dietary needs.
- Built with: **Figma** (Wireframing), **HTML**, **CSS** (Bootstrap), **JavaScript** (jQuery) and Server-side **APIs**.
- Designed responsive, accessible and dynamic web pages to enable users to easily navigate the website.

### Weather Dashboard

- Developed and designed an interactive weather dashboard that allows users to search for current weather conditions and 5-day weather forecasts.
- Built with: **HTML**, **CSS**, **JavaScript**: jQuery & Moment.js and the OpenWeather **API**.

### Elure Wellness Retreat

- Developed a responsive luxury spa landing page.
- Implemented different videos to appear on the background.
- Built with: **Figma**, **HTML**, **CSS** and **JavaScript**.

### README Generator

- Developed an application to simplify the process of creating a README file by generating a markdown file. To achieve this, I utilised inquirer dependencies to prompt the user for information, then writes the input to a file and uses template literals to create the README.
- Built using **Node.js**.

(All projects are open source code that can be found on my [GitHub](#))

## WORK EXPERIENCE

### Senior Customer Service and Accounts Executive

**Worldwide Business Research**

📅 Apr 2018 - April 2022

- Creating and updating customer orders on the company's CRM system ensuring that customer details are also accurate
- Producing and issuing accurate customer invoices in a timely manner
- Creating and maintaining event price lists on event websites and in the CRM, system ensuring VAT and all event details are correct
- Deal with customer queries by phone and email - invoice/VAT queries, address changes & update
- Setting up and checking calculations for the sales team's commission and supporting the finance
- Successfully delivered workshops for our sponsors leading to many renewing their contract with us
- Sending out a daily report detailing the Sponsorship and Productions team call logs as well as Sponsorship
- Attending conferences around Europe and performing administrative duties
- Sanity checking revenue figures against customer orders daily

- MS Windows proficient with advanced Excel skills e.g., Pivot tables and VLOOKUP's.

## SOFT SKILLS

- Team collaboration.
- Agile development.
- Commercial analytical and problem-solving skill.
- Ability to absorb new information, apply new ideas and use transferable skills.

- Ensuring customer confirmation emails contain up to date and relevant information to the event
- Produced Timesheets - which are sent to the sales team at the end of every month

## Sales Assistant

### Primark

📅 Aug 2014 - Mar 2018

- Engaged with customers in a sincere and friendly manner
- Responded to customer questions and requests in a prompt and efficient manner
- Contacted other store locations to determine merchandise availability
- Recommended merchandise to customers based on their needs and preferences
- Regularly conduct overtime which has allowed an opportunity to be flexible in the respective sales
- Assist managers in balancing the tills - required a high level of responsibility

## Social Policy Campaigner

### Citizens Advice Bureau

📅 Mar 2017 - May 2017

- Picked up on key issues that are affecting clients and trying to raise awareness of these issues to the government in hopes to change laws and policies
- Answered and managed incoming and outgoing calls while recording accurate messages
- Attended case conference, supervision, departmental, and outside meetings, and trainings as requested
- Collaborated with researchers in preparing study results for publication or presentation
- Referred clients to community resources for services such as job placement, debt counselling, legal aid
- General Admin work (responding to letters, calls, and general inquiries regarding the organisation)

## Volunteer

### St Luke's Hospice

📅 Apr 2012 - Aug 2014

- Worked at the till, helping customers feel at ease by answering any queries they may have
- Responsible of keeping the hospice neat and presentable to attract more customers and satisfying the inspectors
- Answered questions regarding the store and its merchandise
- Maintained records related to sales
- Verified that all customers received receipts for purchases