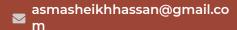
ASMA HASSAN



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- Birmingham/London
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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-I evels

Stanmore College Sixth Form

2010 - 2012

9 GCSF'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

- i 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

- i 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