

# Sara Sabbagh

## Contact Me



### LinkedIn Profile:

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### Github:

<https://github.com/Saraesabbagh>

### Email:

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## Education



### Digital Skills Bootcamp-

Institution- Manchester Met

year of Graduation: 2022

### Certificate in Anti Money

**Laundering, Compliance and  
KYC.**

Institution: ICA

Year of Graduation: 2021

### BA Joint hons- Spanish and Linguistics

Institution: University of Leeds

Year of Graduation: 2013

- 2.1
- Fluent Spanish Speaker
- Analytical Researcher.

## Tech Experience



### Makers Academy ( May 2022- Sept 2022)

Highly selective and intense software development bootcamp that prepares students for entry level developing roles. Course covers the following:

- Languages-Ruby, JavaScript, Typescript, Node.js
- QA and Testing- Jest, Cypress, RSpec
- Front end Libraries- React
- Templating /embedded languages- Handlebars, HTML, ERB
- Agile work process
- Pair Programming
- Test Driven Developing.
- Databases- PostgreSQL, MongoDB
- Cloud hosting- Heroku, Netlify
- APIs


### SheCodes (Nov 2021- Apr-2022)

#### Online Software course

- Basic HTML, CSS
- Open source APIs
- Web Hosting
- React
- Responsive WebApps- Flexbox, grids
- Bootstrap
- Npms

## Projects



Name	Description	Github
<u><b>Ramble</b></u>	Interactive webapp that allows users to invite others to share walks and cycle journeys. Tech- React, Typescript, HTML,CSS, Figma	
<u><b>Acebook</b></u>	A clone of facebook that allows users to register, befriend and post to each other. Tech- Javascript, Express, Node.js, MongoDB, HTML, CSS	
<u><b>MakersBnb</b></u>	Airbnb clone where people can list properties and other users can request to book Tech- Ruby, PostreSQL, HTML, CSS	

## Work Experience

### Head of Customer Success and Partnerships

**Pomelo Pay-** Payments software- Fintech- 2020-Dec2021

- Reported directly to the UK CEO to manage strategy for incoming customers through the pipeline and current accounts.
- Managed a team of sales staff, account managers and onboarding managers to keep customer satisfaction high and customer journey as smooth as possible whilst maximising customer potential and conversion rates.
- Worked closely with tech teams and compliance teams to pioneer a new onboarding and due diligence functions by using Open Banking information to improve our due diligence and onboard customers with even more insight than ever before. Actively decreasing our vulnerability to high risk applications over night.
- Carried out high level pitches and demos to senior board members and directors in order to sign up new businesses.
- Worked closely with heads of department to make sure that strategic tech decisions were always based on customer satisfaction and or loyalty. It was always my job to make sure that what we were going to build next would yield better conversion, better satisfaction, more transactions and a lower churn rate. If at any point we were going in a direction that didn't reflect those goals it would be my job to steer it back so we were continuously focused on what our customers need and how we can make their lives easier.
- Use partnerships to reduce the burden on the developers- If someone has already built it we may not need to; a partnership gives us access to their tech and they get access to our customer base.

### Director

**Heart Melts-** Vegan Cheese Toastie stand- 2020-Present

- Side hustle set up to get myself on the property ladder. Now i've bought my first place I only do the events that I actually want to.
- Managed stock, website, social media, cooking and bookings.

### Founder/ Director

**Jobsolutely Limited- Labour supply start up- 2018-2020**

- Work closely with the Tech team to build an automated database that would take the manual work out of daily recruiting and placing.
- Set up the business and employed the relevant people into necessary positions.
- Actively recruit and interview prospective candidates.
- Actively seek work opportunities for our candidates.
- Place as many candidates each week as possible.
- Send out, manage and monitor invoices to receive payment for placements made each week.
- Manage the payroll of staff and workers.

### Sales Manager/ Head Host Advisor

**Pass the Keys-** Proptech- Short Let Property Management Agency-May 2017- 2018

- Monitor and manage inbound leads using the company CRM system.
- Schedule face to face meetings and telephone consultations to explain and sell the service to prospective clients.
- Use sales skills to influence potential clients' decisions to choose Pass the Keys for their Short let Management needs.
- Manage my own personal customer pipeline.
- Train new team members joining the sales department, making sure they are up to date with company service offerings, prices and operations, whilst also making sure that from a sale perspective they have a clear and impulsive pitch to maximise their chances of closing new deals.
- Push team towards individual and team targets using continuous coaching, KPI setting and quarterly goal setting.
- Carry out and perform regular Seminars for 30 people plus to discuss our services and pitch on a larger scale. Assisting the marketing department by writing content to be published on their blog or used a press releases, pooling my knowledge on the short let market and using my writing skills.

### Assistant Owner

**Red Planet Marketing-** Direct Sales company- 2014-2017

- Face to Face 100% commission sales
- Business development programme that teaches you first to sell, then after that how to recruit and manage a team of sales staff.
- Highly competitive and demanding industry that I was able to flourish in.

## Volunteering

- Annie and co- Forest School- Blog writing, Admin and Website maintenance
- Volunteer Spanish/ English teacher

## Hobbies

- Squash and Badminton Enthusiast
- Training for a Half Marathon
- Part time Market trader and Vegan cheese Toastie stand