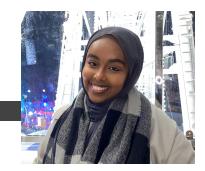
Sumaya Ahmed



PERSONAL PROFILE:

I am currently an MSc Computing student with a passion for HCI looking for a role as a UX Researcher. Hardworking in nature, I am also a registered midwife on the NMC register and worked during the pandemic. I work well in a team as well as work autonomously. I work well in problem-solving scenarios and get motivated by tough technical challenges.

SKILLS

HTML, CSS, JavaScript, Python (Flask and Django), Agile Methodologies, Conducting UX Research Case studies, Computational Thinking, Problem Solving, Analytical Thinking, Data Analytics, Critical Thinking, Empathy.

EXPERIENCE:

The Keyholding Company, London — Hub Operative.

SEPT 2016 - PRESENT

- Connect with clients and advise them on what was best to do when alarm activations occurred.
- Working with admin & looking into emails that clients and working on a database called Chase which I was able to learn quickly and understand.
- Working both 12-hour long day and night shifts.
- Dealing with conflict resolution and customer services.

Lush Cosmetics, White City - Sales Assistant.

FEB 2018 - OCT 2019

- Providing customers with the ultimate customer experience,
- Develop my communication skills further and increased my confidence in working as a team and approaching customers.
- Extensive product knowledge and applying the training with customers who had queries regarding skincare, gifts or even haircare.

Student Midwife, Kingston and St George's Hospitals:

SEPT 2017 - JAN 2021

- Successfully delivered 43 newborns under supervision.
- Developed empathy and communication skills under emergency conditions.
- Worked in a multidisciplinary environment successfully.
- Dealing with emergency issues calmly and problem-solving.

EDUCATION

Cardiff University - MSc Computing - currently undertaking.

SEPT 2021 - SEPT 2022, Cardiff

Kingston University — BSc Midwifery w/ Honours - 2:1

SEPT 2017 - JAN 2021, London