



# 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