HIRA SOOMRO

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WORK EXPERIENCE

Study Smart Tutors   January 2023 – Present
Tutor/Mentor
Los Angeles, CA

- Provide personalized, one-on-one instruction to students in math and science, from 7th grade through high school, helping students improve grades and test scores by an average of 10%
- Communicate effectively with parents and teachers to identify areas of academic need and develop a customized lesson plan to address their need

Tutor Partners   January 2023 – Present
Tutor/Mentor

- Utilize a variety of teaching strategies to accommodate different learning styles, including hands-on activities, visual aids, and interactive technology
- Maintain a positive and patient attitude while working with students who struggle with complex concepts, resulting in improved self-esteem and confidence

Code Ninjas   November 2022-January 2023
Assistant Center manager

- Maintain a positive and patient attitude at front desk with duties including overseeing the center with little to no supervision, maintain cleanliness of center

--EDUCATION BREAK 2021-2022—

Honeybee Health Pharmacy   February 2020-February 2021
Patient Service Representative
Culver City, CA

- Handled multi-phone line systems, answering 25-40 inbound phone calls and responding to emails, ensuring great interaction between patients.
- Provided administrative support to the pharmacy team and assisted with development and brainstorming of outreach and engagement.
- Resolved patient complaints and assisted patients in all inquiries in connection with their orders.
- Assisted other Patient Support Center Representatives and Supervisors with daily paperwork load as needed to resolve and/or document patient issues.

NEOGOV   June 2019-January 2020
Technical Support Representative
El Segundo, CA

- Provided technical and administrative support to applicants and users of the platform, responding to customer inquiries and troubleshooting technical issues via email, phone, or chat.

EDUCATION

University of California Irvine   March 2019
Psychology B.A.

CERTIFICATIONS, SKILLS & INTERESTS

Certifications: TECHNOLOGY BOOTCAMP: FULLSTACK WEB DEVELOPMENT
  o **UNIVERSITY OF CALIFORNIA IRVINE**   June 2023

LANGUAGES: SQL, JAVASCRIPT, NODE, EXPRESS, MONGODB, APOLLO
GITHUB: https://github.com/hirasoomroo?tab=repositories