Munira Hassan

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Summary of Qualifications

- 10 years of experience in working in customer service with the ability to problem solve, Understand clients need and build rapport
- Experience multi-tasking with large volumes of information including researching, assessing, recording and reporting data, while utilizing multiple applications and computer screens.
- Analytical with strong reasoning skills; can be trusted to assume responsibility for challenging assignments in a fast-paced, rapidly changing environment
- Strong computer skills; proficient in MS Office (Word, Excel, Outlook, PowerPoint), and softwares including photoshop, Figma, and Adobe XD
- Build wireframes, mockups, low and high fidelity prototypes with Figma and Adobe XD to demonstrate design and simulate functionality of websites and applications

Technical Skills

Design Tools	Wireframing, Prototyping (low and high fidelity), Mockups, Storyboarding Information Architecture
UX Research	Empathy Maps, Personas, User Stories, Journey Maps, Competitive audits Affinity Diagrams, Usability Studies, Usability Testing
Project Management	Agile, Waterfall, SCRUM
Applications	Figma, Adobe XD, Canva, Photoshop, Adobe Suite, Sketch, HTML, CSS, Javascript

Education & Certifications

CareerFoundry UX/UI Design Bootcamp   **November 2022**

WorkFairly (Advancing Women in Tech Sales) Training Program   **November 2022**
The Career Foundation│ Toronto, Ontario

Relevant Courses with Prepr: Agile Project Management, Digital Strategy, Brand & Value Proposition, Customer Journey Mapping, Effective Writing, Competitive Auditing, SEO, Google Analytics & Measurement, Analytics Goals Targeting & Customization, Website Strategy, Website IA Planning & Prototyping, UX Design, Ecommerce, Social Media Marketing, PPC Advertising, SEMRush, MarTech Stacks, Presentations, QA & Launch

Micro credentials: Project Leadership, Innovation, Entrepreneurship, Trailhead by Salesforce, AWS, Deal Closing, Marketing Strategy, Unique Brand and Selling Proposition, Persona Mapping, Customer Journey Mapping, Linkedin Sales Specialist.

Fundamentals of Selling Online – Certificate of Completion   **Expected Dec 2022**
Canadian Professional Sales Association│ Toronto, Ontario

Relevant Courses: Territory Management, Account Management, Business Development and Prospecting, Sales Technology Platforms, Consultative Selling, Business Casing and Sales Communication, Team Selling and The Psychology of Influence.

Google UX Design Program   **August 2022**
NPower Canada │ Toronto, Ontario

Bachelor of Arts in Sociology   **April 2020**

York University | Toronto, Ontario

Post Grade Certificate in Human Resource Management   **April 2020**
York University | Toronto, Ontario

Work Experience

Graphic UI Designer (Volunteer)   **May 2022- Present**
STEM Montessori Academy of Canada | Toronto Ontario
- Creating graphic elements (photos, logos, icons) for internal marketing campaign use
- Regularly work amongst multiple functional teams including product content management, software engineer, graphic designer, and product marketing.
- Developed user interface for internal and external applications and ensured usability during technical implementation.

Clinical Support Assistant   **April 2021- Jan 2022**
City of Toronto | Toronto, Ontario
- Performed general administrative tasks to support program/management staff
- Handles front-end reception support, processing clients for service and providing general information to the public on program services, while providing support to the team
- Communicated and responded to 100+ e-mails, telephone and in-person inquiries from staff, the public, and external agencies increasing company rapport by 10%
- Organized and maintained complex database of over 5,000 accounts
- Trained 10 administrative assistants during a period of company expansion to ensure attention to detail and accuracy of work

Human Resources Assistant   **Nov 2020 – April 2021**
GAOTek Inc | Toronto, Ontario
- Strong and active talent network with a proven reputation for being exceptional at candidate generation.
- Extensive experience with talent acquisition with the ability to forge dynamic relationships with business leaders and candidates.
- Ability to continually seek new sourcing options and creative approaches to attracting candidates.
- Developed an orientation program for all onboarding candidates that increased knowledge of company policy and responsibility and culture reducing turnover by 5%
- Implemented new onboarding process resulting in 20% less manager time required to onboard new employees through the use of software learning tool

Research Collection Assistant   **Jan 2017– Mar 2020**
Institute for Social Research – York University **|** Toronto, Ontario
- Assisted and compiled statistical data on various public issues topics.
- Maintained and organized high volumes of data using company software redciung interview time by 5%
- Conducted 30 surveys per day increasing company efficiency by 10%.
- Delivered excellent customer service and supported meaningful research by contacting households