

# SAARAH AHSAN-SHAH

London, United Kingdom | [saarahnadeem@hotmail.co.uk](mailto:saarahnadeem@hotmail.co.uk)  
[linkedin.com/in/s-ahsan-shah/](https://www.linkedin.com/in/s-ahsan-shah/) | [hyperiondev.com/portfolio/120324/](https://hyperiondev.com/portfolio/120324/)

*Making a career change from teaching to tech. Proficient in JavaScript, HTML, CSS & MERN stack. Creative & analytical: ready to excel in a Web Development role.*

## Experience

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### Customer Service Agent

*NotOnTheHighStreet.com - marketplace for UK businesses | Christmas Temp 2022*

- Responded to 60-75 tickets per day to solve problems for customers
- Provided outbound phone calls to customers and sellers
- Used CMS, Zendesk, Slack and Excel sheets to complete tasks

### UX/Marketing Intern

*Livetree - social NFT platform | Jul 2022 – Sep 2022*

- Created webpages on WordPress and wrote content for web3.0
- Created mobile app prototypes using Figma
- Launched email campaign for audience of 30,000
- Translated tech-heavy and crypto jargon into everyday English for emails and blogposts
- Performed research and administrative tasks

### English Teacher

*Jeddah World Academy | Jeddah, KSA | Aug 2020 – Aug 2021*

*Manarat Jeddah International School | Jeddah, KSA | Dec 2018 – Aug 2020*

- Prepared and taught interactive, student-centred lessons in person and virtually
- Introduced IELTS lessons for students applying to the MISK scholarship programme
- Co-founded and edited JWA Magazine and developed marketing content
- Ran training workshops for students as Director of MJIS Model United Nations
- Used databases to record and analyse student performance

### Features Editor

*CUB Magazine | London | Sep 2017 – Apr 2018*

- Wrote and edited weekly articles for print and online editions of student magazine

### Social Media Executive

*Makeup Land UK | London | May 2016 – Sep 2016*

- Planned and created daily content for Instagram, Facebook and Twitter
- Listed 500+ products to the website and Amazon and wrote product descriptions
- Photographed and edited images for 20+ website banners
- Provided customer support via email, chat box, social media and telephone

## Education

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**Web Development (Bootcamp)** | Hyperion Dev | 2022 – 2023

**Digital Marketing (Nanodegree)** | Udacity | 2022

**English (BA)** First Class Honours | Queen Mary University of London | 2015 – 2018

## Tech Stack & Skills

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- JavaScript, Python, CSS & HTML
- MERN Stack: Mongo.DB, Express, React & Node
- Communication, attention to detail, time management, collaboration, testing, problem-solving & debugging
- UX design: WordPress & Figma