SAARAH AHSAN-SHAH

London, United Kingdom | saarahnadeem@hotmail.co.uk

*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**

#### 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**

**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**

• JavaScript, CSS & HTML

• MERN Stack: Mongo.DB, Express, React & Node

• Communication, attention to detail, time management, collaboration, testing, bproblem-solving & debugging

• UX design: WordPress & Figma