



Sanam Hayat

Software Engineer | Customer service | Sales

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PROFILE

Experienced cashier with strong customer service skills, adept at handling transactions and maintaining inventory. Detail-oriented accounts clerk with a knack for accurate record-keeping and identifying irregularities. Dedicated teacher focused on student learning and effective instructional methods.

“Organize time Organize life”

HIGHLIGHTED SKILLS

- **Programming Language:** HTML, CSS, JavaScript, jQuery, Node js., Bootstrap.
- **Database:** MongoDB.
- **Frameworks & Libraries:** Express, Mongoose, Excalidraw.
- **Tools:** Postman, Canva, Figma, Excel, Word.

SOFTWARE SKILLS

Software Engineering Immersive Program

(June 2023–Sep 2023)

General Assembly, Bahrain

Projects:

1. **Snake & Ladder:** The object of the game is to navigate one's game piece, according to die rolls, from the start (bottom square) to the finish (top square), helped by climbing ladders but hindered by falling down snakes.

Tools: HTML, CSS & JAVASCRIPT.

2. **WebReview:** WebR is a professionally developed web application that allows users to read, comment and write reviews about the websites.

Tools: HTML, CSS , JAVASCRIPT, NODE.JS, MONGOOSE, MONGODB.

3. **Artist Echoes:** ArtistEchoes is a website that is built for artists and all who are interested in artworks. The website main aim is to provide a place for the masterpieces of art that are crafted by the artists. It is a place where the users can find the artwork that they feel it reflects them. Art lovers could find different artworks either by choosing the category or selecting the artist they love to show all their artist artwork.

Tools: HTML, CSS , JAVASCRIPT, NODE.JS, MONGOOSE, REACT BOOTSTRAP, CLOUDINARY.

4. **Melodious:** A music player web is a website that allows you to stream and listen to music online. It offers a wide range of features, including the ability to create a playlist, access to a large library of songs.

Tools: React.js for Front-End, Django for Back-End, Axios, CSS & Material UI.

EXPERIENCE

Customer service / Call Center

(Dec 2017–May 2021)

Extra Electronic Tubli, Bahrain

- Responding to customer emails.
- Assisting Customers with refunds or cancellations.
- Completing administrative tasks & Handling service issues.

Cashier / Sales

(Nov 2015–Dec 2017)

Carrefour Hypermarket Seef, Bahrain

- Handle cash, credit, or check transactions & Scan goods and collect payments.
- Ensure pricing is correct, Issue change, receipts, refunds.
- Greet customers & Elevate complaints to management & keep track of inventory.

Accounts Clerk

(Oct 2012–Jan 2014)

Maza Food Packing Manama, Bahrain

- Making day to day Accounting Entries & Sales order Processing.
- Providing Personal & Customer Accounts Information.
- Verify recorded transactions and report irregularities to management.

Teacher

(April 2011–Oct 2012)

Pakistan Urdu School Isa Town, Bahrain

- Help Students to learn by imparting Knowledge.
- Perform communication skill assessment in reading, writing & listening.
- Identify instructional methods & materials for meeting goals & objectives, Assessment & Evaluation.

EDUCATION

- **Software Engineering Immersive Program** (June 2023–Sep 2023)
General Assembly, Bahrain
- **B.AD Teacher Training Education** (May 2011–Sep2011)
All India Management Institute, Bahrain
- **B. Com, Bachelors In Commerce** (Jun 2007–Oct 2009)
Allama Iqbal Open University, Global Institute, Bahrain
- **SSC: 10 Grade & HSSC:12 Grade Certificate** (Jan 2004–Dec 2006)
Pakistan Urdu School, Bahrain

INTEREST

- Collecting Coins & Mugs around the globe.
- Traveling.
- Cooking.

LANGUAGE

- Urdu (Native)
- English (Fluent)
- Arabic (Beginner)