Tamanna Khan
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CX Fellow

KindWork.org - New York, NY   April 2025 – June 2025

- Successfully completed Tech Customer Service Training program (60-day), focused on support scenarios, challenging interactions, and communication training to support the overall customer experience.
- Earned certifications in Zendesk, Intercom, and HIPAA compliance; gained hands-on experience with Slack, Notion, Jira, macOS, and Google Suite (Docs, Sheets, Slides).
- Maintained 99% quality assurance score while resolving 10+ customer inquiries hourly across phone, chat, and email channels during live training sessions.
- Excelled in FinTech and Healthcare Tech modules, building knowledge of EHR platforms, insurance claims, banking regulations, and financial services support.

Software Development Team Lead

NPower - New York, NY   March 2024 - September 2024

- Led a team of 3 developers to build a scalable MERN (React.js, MongoDB, Express.js, Node.js) stack platform, producing a travel-focused task manager, demonstrating effective leadership, project execution, and timely delivery.
- Coordinated development efforts, maintained stakeholder communication, and delivered presentations.
- Implemented Agile methodologies- task-tracking and sprint planning, increasing team efficiency by 30%.
- Designed and iterated on 10+ storyboards and wireframes in Figma, shaping UI and UX decisions.
- Developed a conversational AI chatbot to guide users through trip planning tasks, enhancing user engagement and accessibility.

Project Manager- Data and Community Initiatives

Pillars of Peace - New York, NY   August 2022 - February 2024

- Migrated 300+ client records from Google Sheets to Apricot CMS, automating reports and enhancing data security.
- Redesigned intake workflows with UX research, reducing case manager response time by 25% during crises for vulnerable populations.
- Supported organizational programs by preparing legal documents, conducting client intakes, updating case records, and coordinating referrals to housing, legal aid, financial, and mental health resources.
- Analyzed organizational data and produced monthly/annual data reports, data visualization and analytics, which strengthened grant proposals and aligned services with community needs.
- Led marketing campaigns (Instagram, LinkTree, MailChimp), growing engagement by 35%; launched LinkNYC campaign that expanded outreach by 40%.
- Facilitated 10+ webinars on domestic violence awareness, integrating inclusive design principles to increase engagement.

Substitute Paraprofessional

NYC Department of Education - New York, NY   October 2021 - June 2022

- Supported lesson planning and adapted learning materials, boosting student engagement by 25%.
- Applied de-escalation techniques to support inclusive and uninterrupted learning environments.

SKILLS

- Customer Experience: Zendesk (Certified), Intercom, HIPAA, GSuite, Slack, Zoom, macOS, B2B Outreach
- Project Management: Jira, Agile, Benefits Realization Management (BRM), Task Tracking
- App Development: MERN Stack (MongoDB, Express, React.js, Node.js), HTML5, CSS, JavaScript, Git
- Data & Analytics: Python, SQL, SPSS, Excel, Google Sheets, Google Analytics, Qualtrics
- Design & Marketing: Storyboarding, Wireframing, Figma, Canva, Adobe Creative Suite, Mailchimp
- Tools: Visual Studio Code, Notion, GitHub, Vercel

EDUCATION

Certified Associate in Project Management (PMI-CAPM) – In Progress
nPower, Path2Tech Full-Stack Development – March 2024 – September 2024
CUNY Hunter College | Bachelor of Arts in Psychology, Minor in Data Science – December 2021