

Tamanna Khan

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EXPERIENCE

Data Privacy Consultant- Customer Support

Cloaked - New York, NY

July 2025- Present

- Delivered high-quality support using tools like Zendesk, Confluence, Jira, and Retool to resolve user issues, troubleshoot client concerns, and escalate technical feedback.
- Collaborated with product and engineering teams to address recurring issues and improve user experience; created support documentation.
- Streamlined workflows using Django engines and internal tooling, enhancing internal operations and team efficiency.

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 technical fluency with Slack, Notion, Jira, macOS, and Google Suite (Docs, Sheets, Slides).
- Maintained 99% QA score resolving 10+ hourly inquiries across phone, chat, and email during training.
- Gained expertise in FinTech and HealthTech modules, EHR platforms, insurance claims, etc.

Software Development Team Lead | UX-Focused MERN Projects

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.
- Managed development and stakeholder communication and delivered technical presentations.
- Implemented Agile methodologies: task-tracking, sprints, and project delivery, improving efficiency by 30%.
- Designed 10+ UX/UI wireframes in Figma and managed cross-functional presentations to stakeholders.
- Integrating a conversational AI chatbot to enhance the user experience.
- Built responsive React components with modern tooling (npm, ESLint, Prettier), REST API routes, and MongoDB backend.

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 workflows, improving security, and configuring no-code data systems.
- Redesigned intake workflows and workflow configuration 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 using Excel, data visualization and analytics, which strengthened grant proposals and aligned services with community needs.
- Led outreach campaigns (Instagram, MailChimp, webinars), increasing engagement by 35–40% using inclusive design strategies.

SKILLS

- **Frontend & UI:** HTML5, CSS3, JavaScript, React.js, Tailwind CSS, Figma, Adobe Creative Suite
- **Backend & Databases:** Node.js, Express, MongoDB, SQL, Python
- **Frameworks & Tools:** MERN Stack, Git, GitHub, Vercel, REST APIs, Agile, Jira
- **CRM & Support:** Zendesk, Confluence, Intercom, Slack, Zoom, G Suite, Notion
- **Analytics & Data Tools:** SPSS, Excel, Google Sheets, Google Analytics, Qualtrics
- **Content & CMS:** Apricot CMS, Mailchimp, Storyboarding

EDUCATION

nPower | Path2Tech Full-Stack Development – March 2024 – September 2024

CUNY Hunter College | Bachelor of Arts in Psychology, Minor in Data Science – December 2021
