

Tahira Hamed

UX Designer

Open to relocation for opportunities in California

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SKILLS

Figma, Prototyping, Wireframing, UX/UI, Hierarchy, Typography, Color Psychology, Illustrator

EDUCATION

Certification, Google UX Design

Coursera, October 2023 – April 2024

Master of Arts, Behavioral Science, Gender Equity

California State University, Sacramento, August 2017 – May 2020

Bachelor of Arts, Child Development, Pre-Credential

California State University, Sacramento, January 2015 – May 2017

WORK EXPERIENCE

Quality Performance Coach – Remote – Anaheim, CA

Datafied, October 2023 – Present

- Lead 100+ staff daily to ensure our clients' requests close with a 98% completion rate before the project's deadline.
- Report weekly issues to project managers that need updating throughout the project's lifecycle in an Excel spreadsheet.
- Manage cross-functional teams after receiving client updates from project managers to prevent delays in the project.
- Assess KPIs to meet with low-performing staff, identify pain points, and find a solution to meet KPI expectations.

Associate Consultant, Full Stack Web Development – Charlotte, NC

Tech Talent and Strategy, October 2022 – December 2023

- Completed an immersive apprenticeship focused on full-stack web development.
- Collaborated with the team to plan, build, and present tech products to users.
- Built web applications using HTML5, CSS3, Bootstrap, and JavaScript.

Customer Service Specialist – San Diego, CA

Advisors Mortgage Group LLC, January 2021 – October 2022

- Provided technical support for loan borrowers via phone, email, or live chat to fix website issues.
- Collaborated with the Homeowners and Flood Insurance Department to disburse payments.
- Securely reviewed loans and payoff statements with borrowers via phone.
- Securely uploaded documents into the system's database for new loan borrowers.

Shift Lead – Sacramento, CA

The Served at the Dining Commons, August 2015 – April 2020

- Collaborated with managers to provide an equitable and accessible environment for customers.
- Collaborated with chefs to coordinate with customers' food allergies and dietary restrictions.
- Provided coaching to staff regarding work schedule availability to ensure work-life balance.
- Trained over 50 team members in various positions upon hire.

Substitute Preschool Teacher – Sacramento, CA

ChildCare Careers, October 2018 – February 2020

- Completed short term and long-term assignments in urban education public school settings.
- Monitored students' progress regularly and provided feedback on performance to the principal.
- Organized classroom activities, games and tasks to enhance interactive learning experience.
- Explored different teaching strategies according to the needs of each child in the class.

Radio Personality – Sacramento, CA

KSSU Radio, August 2016 – February 2020

- Volunteered to host a live weekly podcast at CSU, Sacramento to invite guests to share stories.
- Connected with a diverse audience by answering live calls to receive feedback.
- Produced live sports games on campus for the sports broadcasting team.
- Published new campus events to attend, local ads, and artists on the radio website's blog.