

SABINA QUMAIR KHAN

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WORK EXPERIENCE

Snackpass (2019 – Present)

Remote/Dallas, TX

Head of Growth Operations – Restaurant Success (Feb 2021 – Present)

- While managing a growing team of 10+ people, created processes cross-functionally with various departments at Snackpass to ensure the best Partner Onboarding Experience for all new accounts with a **95% retention rate**
- Created and implemented our Enterprise-level rollout processes, a new sales initiative for our company as we branched away from campuses (mid-market) and SMBs
- Instrumental in helping get Snackpass **\$70M Series B funding (\$400M+ Valuation)**

Partner Onboarding Manager (Nov 2019 – Feb 2021)

- Created the Partner Onboarding department and took over restaurant experience post sales.
- Onboarded all restaurant partners for the company – onboarding on average **80-100 locations** per month and surpassing **1500 accounts** in total during my tenure.
- Crucial part of the team that brought our company the **\$27M Series A**

Customer Success Associate (Aug 2019- Nov 2019)

- Early Snackpass team member (first 15 people), providing customer support for partners
- Created and audited Menus for partners who joined platform
- Created guides outlining best practices and company policy for all partner facing operations
- Assisted AE's on all post-sales partner onboarding tasks

RISE Inc (2017 – 2019)

Irving, TX

UX & Visualization Operations Team Lead

- Created custom web, tablet, mobile, AR/VR solutions for **Fortune 500** clients in energy, gas, financial and health industries
- Focused on building environments and business processes that used this new technology to provide training and other immersive experiences
- Used design principles and UX foundations to onboard clients, gather requirements and create frameworks that could then be communicated to dev teams both on the client side and internally.

Girls Make Games (2015 – 2019)

Remote/Dallas, TX

Operations and Development Coordinator (2018-2019)

- Created and ran the hiring and operating processes for the 2018 GMG Fellowship program, from managing the candidate pipeline to running key onboarding and training processes for all new fellows.
- Ran central ops for 2018 GMG Summer Camps (300+ girls ages 8-16); Supervised all event operations for the 2018 Demo Day at the PlayStation Campus in San Mateo as well as managed the sponsorship campaign for the 2018 Demo Day winners.
- Represented business interests to prospective sponsors and customers, including managing the company communications and donor outreach efforts.

South-Central Region Coordinator (2015)

- Ran and operated the first Girls Make Games camp initiative in the south-central region

EZEEES (2013 – 2016)

Irving, TX

Principal Data Science Analyst (2015-2016)

- Created user personas and requirements based on user surveys and public data; mapped user behavior to technical specs

Business Operations Analyst (2013-2015)

- Conducted crucial research to build the proprietary time management feature for EZEEES LMS solution

EDUCATION

Massachusetts Institute of Technology, Cambridge, MA (2006 -2010)

B.S. in Biological Sciences (Concentration in Biochemistry and Minor in Japanese); GPA: 4.3 out of 5.0

Southern Methodist University, Dallas, TX (2010 -2012)

Graduate level coursework in the Department of Biological Sciences PhD program. Research Associate in Johannes Bauer lab; Published Author in the Journal of Mechanisms of Ageing and Development

University of Texas at Dallas, Richardson, TX (2015 -2017)

M.S. in Applied Cognition and Neuroscience (Concentration in Human Computer Interactions) GPA: 3.9 out of 4.0; Phi Kappa Phi Member

SKILLS

Languages: Urdu (*Fluent*), Punjabi (*Fluent*), Hindi (*Fluent*), Japanese (*Intermediate*)

Software: Javascript, VBA, Unity, Invision App, Figma, uxpin, LucidChart, Zapier, Slack, Airtable, Salesforce, Stacker, Adobe Creative Suite, Confluence, JIRA, Notion, Monday, Asana, Trello

User Experience: Design Thinking, App Design and Development, User Research, A/B Testing, P-Test, Usability Testing, Usability Remote Testing, QA, Graphic Design, Personas, User Journey and Frameworks, User-centered Design

Business Analysis and Development: Best Practice Benchmarking, Performance Optimization, Knowledge Management, Agile