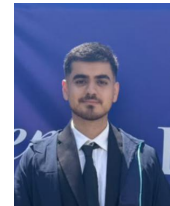


# SADRA AHADIYAN

## Junior Product Operations & Customer Experience Specialist

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[Portfolio](#) | [GitHub](#) | [LinkedIn](#)



PRODUCT OPERATIONS • CUSTOMER EXPERIENCE • UI/UX • PRODUCT SUPPORT • TECHNICAL COMMUNICATION

### PROFESSIONAL SUMMARY

Product operations and customer experience professional with experience in UI/UX design, software products, customer communication, sales support, and technical troubleshooting. Skilled at understanding user problems, reviewing product journeys, supporting onboarding, documenting feedback, and translating customer needs into actionable product improvements. Brings practical knowledge of SaaS platforms, responsive interfaces, React and Next.js structures, Supabase, and cross-functional collaboration between customers, business teams, designers, and developers.

### CORE SKILLS

#### Product Operations

Product testing, user-flow review, bug reproduction, issue reporting, feature documentation, onboarding support, feedback collection, process improvement

#### Product & UX

UI/UX design, product design, user journeys, responsive interfaces, SaaS dashboards, design systems, Figma

#### Customer Experience

Customer communication, client guidance, issue follow-up, sales support, cross-cultural communication, administrative coordination

#### Technical Understanding

React and Next.js structure, HTML/CSS, Supabase fundamentals, Git/GitHub, Vercel, API and authentication concepts, AI-assisted workflows

### PROFESSIONAL EXPERIENCE

#### Full-Stack Developer Intern | Exairon | Jun 2025 - Nov 2025 | Istanbul, Türkiye

- Supported the development and testing of web application flows across frontend interfaces, backend behavior, authentication, databases, and deployment.
- Reviewed responsive screens, dashboards, user actions, and feature states to identify usability and implementation issues.
- Documented problems clearly and contributed practical feedback connecting customer experience, interface decisions, and technical product behavior.

#### Sales Specialist | Bit Financial | Feb 2026 | Istanbul, Türkiye

- Supported client communication, lead interaction, and financial product presentation during a short-term sales engagement.
- Developed experience in understanding customer needs, explaining service value, and maintaining professional follow-up communication.

#### UI/UX Designer | Inventra | Oct 2024 - Feb 2025 | Istanbul, Türkiye

- Designed and reviewed user interfaces, screen layouts, and responsive product experiences for digital platforms.
- Identified usability, hierarchy, spacing, and navigation issues and prepared actionable design recommendations.
- Translated user needs and business goals into clearer interface flows and implementation feedback.

#### Student Assistant | BAU Dental Hospital | Jun 2024 - Oct 2024 | Istanbul, Türkiye

- Guided patients and visitors through service processes, answered questions, and directed cases to the appropriate departments.
- Supported the sales and front-desk teams with customer communication, coordination, and follow-up.

#### Student Assistant | Bahçeşehir University International Office | Jun 2023 - Apr 2024 | Istanbul, Türkiye

- Supported international students through onboarding, academic procedures, document requirements, and administrative processes.
- Clarified complex requirements, followed unresolved cases, and directed students to the appropriate university departments.
- Communicated with students from different cultural backgrounds and helped improve their overall service experience.

SELECTED PROJECTS

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VAL - Real-Time Community & Communication Platform

**Focus:** Product operations, user experience, mobile product design, implementation review

- Designed and tested user journeys across onboarding, groups, channels, messages, calls, notifications, settings, and mobile navigation.
- Identified usability and implementation problems across responsive layouts, interaction states, authentication flows, and feature behavior.
- Translated product issues into structured feedback and improvement instructions for frontend and technical implementation.

Dampener - Financial Tracking SaaS

**Focus:** Product design, SaaS operations, user journeys, dashboard experience

- Planned and reviewed journeys for onboarding, transactions, invoices, recurring expenses, forecasting, reports, and team workspaces.
- Designed dashboard structures and financial data experiences while considering clarity, trust, responsiveness, and usability.
- Reviewed implementation and provided feedback on confusing flows, missing states, and product usability problems.

Axivoz - Desktop AI Assistant

**Focus:** Python, AI integration, workflow automation

- Built an AI-powered desktop assistant for natural-language interaction, productivity support, and workflow automation.

EDUCATION

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B.Sc. Computer Engineering | Bahçeşehir University | 2021 - Present | Istanbul, Türkiye

- Coursework and practical exposure in software development, databases, web technologies, problem-solving, and digital product building.

CERTIFICATIONS

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- Software Persona - Software Professional Development Program | TNC Group
- Unreal Engine 5 Course Certificate | Udemey
- AI A-Z [2026]: Agentic AI, Generative AI, Prompt Engineering, and Reinforcement Learning

LANGUAGES

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English | Turkish | Farsi | Azeri