**Sabah**

**Personal Profile:**

* MSc Human Resource Business Management student completed CIPD accredited course with over 5 years of employment experience.
* Experience in administration, customer service/advice and retail.
* Seeking relevant HR related work experience ASAP

**Key Skills:**

* Team work: Experience of working in small and large teams to achieve team targets across job roles to complete team work, within MSc syndicated group and in employment experiences.
* Experience of data collection and data input and report noting for MSc assignments.
* Presentation skills: developed through regular MSc module assignments
* Information technology: Technically proficient in Microsoft Outlook, Word, PowerPoint, and Excel.
* An advanced working knowledge of all Microsoft applications including Word, Excel, Access and PowerPoint. Consistently received maximum marks for IT based projects during A-Level Information Technology.
* Communication, interpersonal, customer service, problem-solving, decision-making, time-management, leadership, organisational, negotiation, multi-task and detail-orientated. Other skills: Pro-active and flexible.

**EDUCATION:**

Aston University, UK

**MSc Human Resource and Business Management (CIPD Accredited)**

**Relevant Modules:**

 **2015-2016**

* CIPD - Level 7
* Strategic and International HRM
* Employment Law
* Employment Relations
* Organisational Behaviour
* Learning & Talent Development
* Assessment Performance & Reward
* Strategy, Change & Leadership

Coventry University, Coventry, UK **November 2013**

**Bachelors of Arts, English Language and Literature**

**EXPERIENCE:**

**Aston University Nov 2015- Nov 2015**

*Disability support coordinator*

* Providing information, advice and support to student services.
* Making referrals and carrying out screen tests.
* Skills developed: Confidentiality, communication, organisational, detail-orientated, team work.

**The Solicitors Regulation Authority Sep 2015 – Sep 2015**

*Contact Centre Officer*

* Providing excellent customer service to both solicitors and consumers
* Send emails and letters to solicitors and consumers with regards to helping them with their queries and requirements
* Working as a team to reach targets
* Skills developed: listening, record keeping and progressing data.

**HSBC**

*Customer Service Representative*

**Feb 2015- Aug 2015**

* Resolving complex enquiries and/or complaints from all customers (internal and external) by effective investigation, or by referring on as appropriate, with recommendations.
* Experience of quickly adapting to new procedures and systems.
* Providing support to colleagues as and when required and identifying opportunities to enhance existing working practices
* Ensuring any fraud/errors/irregular transactions are identified and escalated in accordance with procedures in a timely manner.
* Skills developed: Mentoring, tenacity skills, clear communication skills, problem-solving and patience.

 **Sainsbury’s Supermarket** UK **Sep 2011 – July 2014**

 *Customer service Assistant*

* Developed leadership skills whilst acting as a checkout team leader.
* Working in a demanding and fast paced environment; ability to learn fast and work quickly
* Working efficiently and accurately ensuring items are scanned correctly and being aware of some aspects of retail law such as the age restrictions on purchasing products e.g. alcohol and knives.
* Working under pressure to help decrease the length of queues by serving customers quickly.
* Cash Handling, taking payment and processing store vouchers and coupons.
* Demonstrate organisational skills and the ability to multi-task by dealing with queries and serving customers.
* Effectively identify errors and issues involving cash, vouchers, coupons and refunds.
* Working with all levels of people, from different backgrounds- Managers, team leaders and supervisors.
* Strong team player- ability to work in a team, being co-operative and supporting a positive work environment
* Skills developed: Communication, interpersonal, problem-solving, time- management, leadership & decision-making.

**British Home Stores, UK April 2011 – July 2011**

 *Sales Associate*

* Dealing with and answering telephone queries
* Assisting with handling deliveries and customer queries
* Working as part of a team
* Skills developed: problem-solving, negotiation skills, customer service, interpersonal.

 **Hateem LTD, UK April 2010 – April 2011**

 *Office Administration Assistant*

* Dealing with telephone queries
* Ability to have knowledge of word processing databases and Email.
* Assist with the implementation of processes and ongoing maintenance of the ongoing learning management system.
* Skills developed: data input, communication, detail-oriented, multi-task.

**Leisure Interests:**

* Qualified Henna Artist
* Beauty Therapy
* Health and Fitness
* Cooking and Baking
* Photography
* Reading and writing
* Student Mentor and Prefect at Secondary school (High School)
* Fluent in Languages: English, Urdu and Punjabi
* [To contact this candidate click this link submit request with CV No](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)
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