**Personal Profile**

I am a hardworking, determined and flexible individual who displays a positive attitude to work. I work well within a team, supporting others to achieve results and use my own initiative to complete tasks while working on my own. Have previous experience working within a customer environment and is able to adapt to different situations under pressure while remaining professional at all times. I have excellent communication skills and is seeking a new challenge within an administration environment.

**Skill and Qualities**

* Effective Communicator
* Experience of using Microsoft packages
* Extensive Experience in customer service
* Able to work productively under pressure, adapt well to new environments and use own initiative effectively

**Employment**

**Jack and Jill Nursery Abu Dhabi**

Within this position I have organized and supervising play activities for the children aged 3-4 years old providing activities i.e. arts, crafts and games, to stimulate and encourage learning development in relation to physical and creative skills together with moral and social interactions with others through the medium of play.

**Cardiff County Council,Playworker**

Within this position I have organized and supervising play activities for the children aged 5-14yrs, providing activities i.e. arts, crafts and games, to stimulate and encourage learning development in relation to physical and creative skills together with moral and social interactions with others through the medium of play. Also working with children where extra support is required in relation to special or additional educational and language skill needs, and also encouraging the children to discover things for themselves and involving them in the planning and evaluation of activities.

**HillBrook Primary School Learning Support Assistant**

I worked for Hillbrook primary school as a Learning Support Assistant, my role was to plan learning activities with teachers and also assist with the development of support materials and helping with the assessment of pupils' progress. I also support children who have special needs or those who speak English as a second language in the class.

**Tesco Supermarket, Administrator**

* Answering the telephone in a timely polite manner resolving general store enquires

Where possible

* Responding to customer and store email enquiries
* Producing ad hoc reports whenever requested
* Work as part of the Retail Team supporting Retail

**Primark, Supervisor-Payroll**

* Manage retail staff, including cashiers and people working on the floor.
* Meet financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective actions.
* Formulate pricing policies.
* Determine daily coupons.
* Ensure pricing is correct.
* Work on store displays.
* Attend trade shows to identify new products and services.
* Coach, counsel, recruit, training and discipline employees.
* Evaluate on-the-job performance.

**Education**

**Sep 2006-Jun 2009UWIC BA CONTEMPERARY TEXTILES**

* Degree in designing

**Sep 2005- Jun 2006 ColegGlanHafren**

* Art& Design – First Diploma

**Sep 2004 –Jun 2005 ColegGlanHafren**

* Art& Design – Foundation

**Sep 2002- Jun2004Cathays High School,Cardiff**

* GCSE - Persian Reading and Writing II & II, Art, English, Information Technology.

**1999-2002Hazrat High School, Iran**

* Science including Biology, Chemistry, Physics, Mathematics, Algebra, Geology, History, Geography, English, Arabic, Farsi

**July 2009 Cardiff County Council**

* Play Rangers Level 2 Courses (Certificate Achieved)

**Oct 2008 MC Consultancy (Child and Family Social Work and Training)**

* Child Protection Level 2 course (Certificate Achieved)

**June2007Cardiff County Council**

* Completed Workshop Exploring the Playwork Principles

**Jul 2007 Take 5 For Play (via Adamsdown Play Centre, Cardiff)**

* A Playwork Induction Standard course complete

**Activities and Interests**

Love traveling, going to the cinema and gym. I enjoy reading, drawing, and painting and my main hobby is interior design.