**Farooq**

**Farooq.368735@2freemail.com**

I am a hardworking, well organised and enthusiastic individual. I have a natural ability to communicate professionally with people in a working environment, as I have strong communication skills. I am able to work using my own initiative, and I am keen to develop new skills and enforce previous and upcoming skills upon all aspects of my work. I am self-motivated and also work well under pressure; furthermore I have a hardworking attitude and commitment towards the quality of work. Furthermore I also hold a vaild UK driving licence.

**EDUCATION & QUALIFICATIONS:**

September 2016- Present: **University of Portsmouth, United Kingdom**

**MSc Criminology and Criminal Psychology (Distance Learning)**

September 2012 –July 2016: **University of Bedfordshire, Luton**

**BA Hons Criminology 2:1**

September 2009 – 2011: **Barnfield College, Luton**

**Health and Social Care** – Level 3

September 2008 – 2009:**Luton Sixth Form College, Luton**

**Health And Social Care** – Level 2

September 2003 – June 2008:**Putteridge High School, Luton**

 GCSE’s

**EMPLOYMENT & WORK EXPERIENCE:**

May 2015 – September 2016 Case Co-ordinator: Luton Crown Court/ Frank Lord House Probation Office

My main roles were setting up and maintaining accurate offender and victim information on relevant approved databases, ensuring the effective administration of referrals between offender management, victims, interventions and service providers. Also, working effectively with external agencies and partnerships which work to enhance positive outcomes, manage risk and reduce re offending. My role also involved making practical arrangements for the implementation of the sentence plan and dealing effectively, fairly and firmly with a range of service users; some of whom may display challenging and aggressive behaviour. Other responsibilities included; Professionally handling all visitors, answering calls, and providing information both face-to-face and over the telephone.

June 2015- September 2016 Healthcare Associate: Central Bedfordshire Council.

Responsibilities:

* Assisting with all aspects of care.
* Monitoring progress and recording notes on daily record sheets relating to each visit.
* Liaise with families, friends, advocates, external agencies and the management team to provide a consistent approach that meets the individual needs of each service user.
* To empathise and actively listen in a sensitive manner accessing appropriate additional support where necessary.
* To support Service Users to access appropriate health care provision enabling them to make an informed choice regarding any prescribed treatment, seeking advice where necessary.
* To create opportunities for Service Users to develop establish and maintain personal relationships and social networks, which encourage greater participation and integration in their chosen communities.

December 2010 to May 2015 Customer Service Supervisor, Luton Airport

* providing help and advice to customers using the organisation's services;
* communicating courteously with customers face to face
* investigating and solving customers' problems
* handling customer complaints or any major incidents, such as a security issue,
* keeping accurate records of discussions or correspondence with customers;
* producing written information for customers, often involving use of computer packages/software;

June 2013 – July 2015 Healthcare Associate: Allied Healthcare

**Building**a relationship with patients; **identifying** patients' special needs; s**upporting** clients in their activities; assisting with physical tasks; **Establishing** work routines that help patients with their daily activities; **providing** emotional and social support**;** l**iaising** with family and healthcare providers.

January 2009 - November 2009 Teaching Associate: Downside Infant School

Key responsibilities:

* providing support to children with mathematics, reading and writing on an individual, class or small group basis
* giving extra support to children with special needs or those for whom English is not their first language
* helping develop programmes of learning activities and to adapt appropriate materials
* motivating and encouraging pupils
* assisting with marking and correcting work
* attending meetings and reviews
* helping with school events, trips and activities

January 2007 Instant Lettings Administrator: Instant Lettings

Word processing; letter writing; dealing with telephone and email enquiries; creating and maintaining filing systems; keeping diaries; arranging meetings and appointments.

**KEY SKILLS & QUALITIES:**

* Excellent customer service;
* Ability to work well within a team, as well as using my own initiative;
* Able to meet targets and work well under pressure;
* Confident, friendly and assertive;
* Good time-keeping and sophisticated appearance;
* Good computing skills;
* Responsible and reliable.

**HOBBIES & INTERESTS:**

I enjoy taking part in sporting activities and exercise and meeting new people. I also have a keen interest in photography, music, reading novels, journals and newspapers and sightseeing.

**REFERENCES:**

Available upon request.