

ADIBA FATIMA SAJID

Receptionist, Customer Service and Sales Advisor

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Address: Erdington, Birmingham

PERSONAL PROFILE

I'm a highly motivated individual with an optimistic view and positive attitude towards all aspects of work. I'm highly reliable with extensive experience in working with a diverse range of people. I take pride in being well organised, managing my time, and tackling difficult situations in an appropriate manner; always aiming to work consistently to the highest of my standards. Currently seeking opportunities in the customer service sector.

SKILLS & ABILITIES

Customer based:

- Excellent interpersonal, communication & relationship building skills
- Prioritising customer care and experience
- Bilingual; Fluent in English, Arabic & Darija Arabic

Computer based:

- Quick & accurate keyboard skills
- Microsoft: Excel, PowerPoint, Word
- Photoshop & InDesign
- iOS and MacOS X systems
- HTML5, CSS3, JavaScript, jQuery, Node.js and more

Personal:

- Ability to work on tasks individually & as part of a team
- Problem solving; understanding problems & developing inventive solutions
- Ability to focus on accuracy and attention to detail whilst under pressure & against deadlines

Personal (Continued)

- Excellent organization skills that allow me to multi-task effectively
- Ability to confidently communicate concepts and strategies clearly and effectively
- Proactive and overall positive attitude
- Flexible and adaptable
- Excellent time management
- Highly assertive

WORK EXPERIENCE

Customer advisor - HSBC, Birmingham (2022-2022)

- Building customer relationships
- Managing a high volume of customer queries
- Following mandatory security protocols
- Prioritising customers experience and analysing calls through feedback. Making sure each customer's experience is better each time
- Helping a diverse range of people
- Ability to multitask between systems
- Learning and implementing programs
- Confidence in rapport building with customers while remaining professional

Customer advisor - Esure, Birmingham (2022-2022)

- Effective interpersonal skills
- Handling emails to and from customers in a professional environment while solving enquires
- Handing inbound and outbound calls
- Learning vast amounts of information and multitasking between computer systems
- Solid Insurance, Financial and legal knowledge
- Strong team working skills while working between different areas of the company to resolve issues fast and effectively

Sales Associate - Victoria secret, Birmingham (2021-2022) [Christmas temp](#)

- Meeting sale targets
- Managing floors and tills
- Organized under a constant heavy work load
- Creative thinking when assisting customers finding suitable products and services
- Enhanced upselling skills
- Helping a diverse range of customers making them feel comfortable in a personal environment
- Being flexible and understanding to each individual need
- Handling payments, processing returns and refunds

Customer Advisor - Student Finance England, Glasgow (2021-2021)

- Effective communication skills
- Developing rapport in a network built on trust while looking into financial accounts
- Providing unparalleled customer service consistently
- Maintaining my work flow
- Learning vast amounts of information and multitasking between computer systems
- Strong Financial and legal knowledge
- Deep and fast analysis on each case

Customer Advisor - NHS Track and Trace Sitel, Coventry (2021-2021) [2 Week rolling contract](#)

- Solving issues fast and efficiently at first point of contact
- Ability to empathize (bereavement cases) and build interpersonal relationships with clients
- Completed NHS adult & child safeguarding training
- Working strictly to companies' protocols in a professional environment to ensure everyone's safety
- Attention to detail when finding details and providing new information

Sales Associate/Social Media Manager - Icon Grillz Jeweller's, Birmingham (2019-2020)

- Booking appointments
- Professionalism when answering customer inquiries face to face, phone, social media and email
- Sorting finances
- Managing social media accounts
- resolving customer queries at first point of contact
- Receiving and sending out orders on time
- Product/brand knowledge around all types of Jewellery and qualities

EDUCATION

Solihull Sixth-form College (2019-2021)

A-levels: Religious studies (C), Sociology (C), Psychology (B)

Erdington Academy (2015-2019)

GCSE: Mathematics (5), English Literature (6), English Language (5), Religious Studies (7), Textiles (7), Combined Science (6-6), Catering (5),

University Of Birmingham (2022-2022)

Computer Software Engineering – currently

ACHIEVEMENTS

- Education: DofE (Duke of Edinburgh) Bronze award. Head girl (year 11) and Head of house (year 9). Awarded for best progress made in year 11 in Math's & Religious Studies. NCS (the challenge). 100% attendance throughout all of sixth form.
- IT skills: Confidence using Windows and iOS.
- Having an Army Cadet Force background has also enabled me to achieve the following: First aid (St. Johns ambulance). Ability to work under pressure. Working outside of my comfort zone.

AMBITIONS & INTERESTS

- Passionate canvas painter consisting mainly of Arabic calligraphy
- Model involving working with various photographers and creative designers
- Currently doing a certification course in software engineering with the UOB

REFERENCES (Available on request)