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Personal profile:

I am a hard-working and driven individual, with an excellent work ethic and time-management skills. I am organised and able to multitask well, as demonstrated by my role as a full-time student at Royal Holloway University of London whilst concurrently engaging in voluntary work throughout my academic journey.

I am a dedicated and experienced individual with over 3 years of progressive responsibility in customer service. Throughout my tenure, I have shown that I am confident, with excellent communication and interpersonal skills, and have an ability to manage an intense workload whilst maintaining an approachable demeanour irrespective of how much pressure I am facing, remaining respectful and polite to implement my core values. My background includes a proven track record of improving sales performance, enhancing customer satisfaction, and being a part of high-performing teams.

I am excited for an opportunity at an innovative company where I can employ my abilities and further develop my skills. I am now looking to leverage my extensive expertise in customer service to contribute to an organisation's success and drive continuous improvement.

Experience:

Footasylum, Sales assistant (September 2023– March 2024)
Oxford street

- Delivering fast paced customer service
- Learning and understanding product technologies to sell the correct items to athletes/trainers
- Confident interacting with customers
- Working under an incredibly busy environment during O2 events
- Remain organised and collected even under stress

Tottenham Hotspur FC, Match day steward (March 2024– Present)
Tottenham Hotspur stadium

- Ensured the safety and comfort of all spectators during match days, managing crowds of up to 62,850 people.
- Provided excellent customer service by directing fans to their seats and answering queries.
- Monitored designated areas to ensure compliance with stadium regulations and protocols.
- Responded quickly and efficiently to any emergencies or incidents, collaborating with security teams and first responders as needed.
- Assisted in maintaining a secure environment by conducting pre-event checks and monitoring entry/exit points.

Crystal Palace FC, Match day steward (July 2024 – Present)
Selhurst Park

- Ensured the safety and comfort of all spectators during match days, managing crowds of up to 25,486 people.
- Provided excellent customer service by directing fans to their seats and answering queries.
- Monitored designated areas to ensure compliance with stadium regulations and protocols.
- Responded quickly and efficiently to any emergencies or incidents, collaborating with security teams and first responders as needed.
- Assisted in maintaining a secure environment by conducting pre-event checks and monitoring entry/exit points.

Tommy Hilfiger, Sales Assistant (October 2021 – November 2022)
Westfield, Stratford

- Handled customer transactions and provided excellent service, contributing to high customer satisfaction.
- Assisted with store operations, including product stocking and display maintenance.
- Addressed customer inquiries and resolved complaints efficiently and professionally.
- Demonstrated strong work ethic and leadership potential, leading

SOUL UK (July 2024 – Present)
Collingwood Community Centre, Whitechapel

- working with SEN children
- Remaining patient, calm and vocal under tough situations
- Setting an example for the children

- Following the rules and codes of conduct in handling children
- Enjoying a rewarding experience and building a close relationship with every child in the program during my time there.

Education:

The Sydney Russell School – GCSE (September 2016 – June 2021)

- Maths: 8
- English Language: 8
- English Literature: 7
- Chemistry: 8
- Physics: 7
- Biology: 8
- Computer Science: 8
- History: 7
- French: 6

The Sydney Russell School - A Levels (September 2021 – June 2023)

- Computer Science: B
- Psychology: B
- Government & Politics: B

Royal Holloway University of London - Bsc

- Computer Science Bsc year in industry: In progress

Skills:

- Leadership: Team management, strategic planning, performance evaluation
- Customer Service: Excellent communication, problem-solving, conflict resolution
- Analytical Skills: Data analysis, performance metrics, sales forecasting
- Technical Skills: Proficient in Microsoft Office Suite (Excel, Word, PowerPoint), Google Sheets
- Interpersonal Skills: Effective communication, teamwork, mentorship
- Adaptability: Ability to thrive in dynamic and fast-paced environments
- Languages: Fluent in English, Urdu and Punjabi and intermediate in Swedish