

Ahmed Shahnawaz

94 Brent Road, Stirchley, Birmingham, B30 2TP

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An excellent communicator with practical experience in a customer service role within a busy environment. Proven to work well as part of a team whilst still being able to work independently.

Currently, looking to expand my expertise as well as my skills.

Education

Aston University, Birmingham, UK **2019 - 2023**

BSC (Hons) Business Computing and Information Technology (with placement year)

- Honour's degree accredited by the Associations of Chartered Certified Accountants (ACCA).
- First achieved in modules including: Foundation of Business Analytics, Business Analysis tools and Economic Environment of Business.
- Gained understanding of the tools and techniques used in business analytics planning and monitoring, the ability to spot trends and patterns through data visualization and produce an operating database within excel coupled with an organised piece of documentation labelling the process throughout.

Solihull College and University Centre, Solihull, UK

2018 – 2019

BTEC: Business 90 Credit Diploma Business (D*D*).

Cadbury Sixth Form College, Birmingham, UK

2016 – 2018

A Level: ICT (C), Statistics (D).

Wheelers Lane Technology College, Birmingham, UK

2011 - 2016

GCSE: 10 GCSE's (Grade A-C) including English and Maths.

Employment History:

Kobe Sizzlers

June 2020 – February 2022

Waiter

- Part-time role as a waiter in a restaurant in Moseley, cleaning tables, taking customer orders and handling both cash and card transactions.
- Able to solve problems logically and quickly through determining all the potential solutions and selecting the best one.
- Supervising new members of staff and delegating's tasks between them so that each task is completed properly and assuring that each member of staff is on task.
- Building rapport with both members of staff and customers to increase customer service levels and provide clear and effective communication.
- Utilising point-of-sale systems to enter customer orders as well as processing payments.

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Blakesley Hall Primary School, Birmingham, UK

Jan 2019 – Feb 2019

Teaching Assistance (Work Placement)

- Participated in meetings within a year group of teachers.
- Greeted incoming parents with a welcoming demeanour alongside being prepared to answer any queries they might have.
- Acted as support by preparing the room for the lesson beforehand via placing on the desk's equipment such as worksheets, books, and stationery.
- Learnt to management time effectively to fulfil the commitments to both my work and studies.

Global Rahman Charity, Birmingham, UK

June 2017 – August 2017

Volunteer

- Answered inbound donor calls and resolved range of donor's enquiries.
- Updated donor details within the database to ensure data was correct, reliable and up to date.
- Utilised Direct Marketing through interacting with donors face to face via funfairs, collecting and selling donors goods.

Specific Skills

- Well versed in Microsoft Office Programs: Word, Excel, and PowerPoint.
- Basic / Conversational in Urdu.
- Basic / Conversational in Punjabi.
- Full, clean license and own transport.

Hobbies and Interests

- **Volunteering.** Volunteer for charities such as Ummah Welfare and Global Rahman Charity.
- **Gaming.** Used to play competitively in games such as "SMITE" and "Call of Duty".
- **Reading.** Currently reading "Atomic Habits" and "The Art of War".
- **Coding.** Due to start a coding bootcamp at University of Birmingham in March.

References:

References available upon request.