

Israr Hussain

Business & Marketing Graduate

PROFILE

- A confident and hardworking individual who takes pride in putting maximum effort into all work I undertake.
- Recently graduated with first-class honours in Marketing & Management from Royal Holloway University.
- Procured 5 years' worth of experience in a variety of workplace environments such as: aviation, warehouse facilities and retail.
- I am conscientious and thrive to work to the best of my ability to uphold all professional standards in any workplace environment.

CONTACT

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RELEVANT SKILLS

Microsoft Excel

- Experienced in using excel with relevant experience with the software whilst studying my degree
- Comfortable with manipulating, sorting, and analysing large raw data sheets.
- Data entry, data auditing, creating data & monitoring all data for accuracy.

Google Analytics

- Beginner level understanding and usage of the platform through courses on my degree.
- Strong knowledge of digital marketing metrics such as dwell time, bounce rate & how Google Analytics can improve these to benefit a company's SEO.

EDUCATION AND QUALIFICATIONS

PROFESSIONAL WORK EXPERIENCE

Customer Service NHS Vaccine, Teleperformance

November 2021 – January 2022

- Maintaining and updating the companies CRM system to input new bookings and information pertaining information provided by the caller
- Working independently in a remote setting while performing to a level to reach a set of KPI's
- Displaying skills of active listening to ensure any questions callers have been answered in a coherent manner.
- Communicating with peers across departments to ensure the team are committing to the organisation's goals.

Inbound Agent, Swissport

June 2019 – October 2019

- Managing over 50 arrival flights a day with a small team of 4.
- Dealing with customer issues regarding luggage queries and ensuring that each matter was dealt with.
- Reducing the wait time for customers by efficiently planning each flight before every shift.
- Staying in contact with numerous different teams to ensure each flight is operated following all safety procedures.

Steward, Luton Town Football Club

February 2017- December 2017

- Followed vigorous protocols and procedures to ensure my duty was carried out safely and effectively.
- Developed interpersonal skills due to numerous interactions with fans of all ethnicities and ages.
- Maintain a high level of professionalism when performing my duties to represent the football club with integrity.

Customer Assistant, Tesco

2018 – 2021

Royal Holloway University of London

- Achieved a first in Management with Marketing BSc
- HubSpot Academy: SEO certification

2015 – 2017

Luton Sixth Form College

- A Levels – History (A), English Literature (B)
- BTEC – D* in Enterprise and

2010 – 2015

Challney High School for Boys

- 13 GCSE's grades, A-C including Maths (B), English Literature (A), English Language (A)
- Bronze Duke of Edinburgh award

INTERESTS

I enjoy keeping up to date with the latest business headlines as well as being aware of what is happening around the world. My hobbies include gaming and taking part in a variety of sports such as football and Mixed Martial Arts, competing in various tournaments. I love socialising with friends and enjoy partaking in new experiences on a regular basis.

September 2016 – September 2017

- While working on the shop floor replenishing shelves, I was also expected to assist customers in answering any queries which improved my communication skills and flexibility.
- Engaged efficiently with colleagues each shift to ensure activities on the store were carried out and to see if colleagues needed help elsewhere on the shop floor.

Retail Assistant, Stratford Halal Market

March 2015 – December 2016

- Developed key organisational skills as I was given the responsibility of stocking shelves and replenish supplies of products which were running low.
- Occasionally created promotional offers for different products e.g., "Buy One Get One Free"
- Performed various roles throughout the store such as stock take, cashier, visual merchandiser & inventory control specialist.