

EDUCATION

University of Surrey – Biomedical Science, BSc (Hons)

2019 – Present

Subjects: Biochemistry, The Molecules of Life (74%), Current Topics (72%), Microbiology (76%), Cell Biology (77%), Biochemistry, A conceptual view (78%), Molecular Biology (74%), Physiology (84%) and Practical Bacteriology (83%)

The Hollyfield School Sixth Form

2016 – 2019

A Levels: Chemistry (A); Biology (A); Mathematics (A)

GCSEs: Mathematics (A*); English (A); Biology (A*); Chemistry (B); Physics (B)

WORK AND LEADERSHIP EXPERIENCE

Keyholder*, Pets at Home

October 2020 – Present

- Accountable for the wellbeing of all animals in the store, including establishing treatment plans and administering medication.
- Maintaining the shop floor presentation standards of all departments.
- Drive the performance of all KPIs through my team, challenging underperformance where appropriate.
- Ensuring store processes and operations are correct, safe, and legal.
- Deliver exceptional levels of service to each customer by listening to all concerns and answering questions.
- Received “Employee of the Month” in April, July, August, and December 2021.

*Keyholders are responsible for the whole store operation in the absence of the Store Manager.

Founder and CEO, Gigi & Pepe Limited

June 2020 – Present

- Founded online direct-to-customer jewellery business focused on EMEA region.
- Oversight of initial design, manufacturing, product quality governance, sales, marketing, and overall commercial strategy.
- Responsible for capital expenditure, finance, and client relations.
- Liaised with suppliers across EMEA and sourced materials to lower the costs base of the business following negotiations with non-EEA suppliers.
- Designed website, streamlined customer purchasing process and provided commercial solutions to clients.
- Achieved 1.5 times excess of projected revenue for initial three-month operating period.
- Fostered relationships with customers to expand loyalty, retention and therefore scale of the business.

Sales Assistant, H&M

August 2020 – October 2021

- Increased sales of multiple products by promoting a friendly and welcoming culture, providing a premium service alongside my team, and marketing products more effectively.
- Coordinated delivery of supplies to ensure outlet was stocked efficiently and in response to demand.
- Reorganised the layout of our outlet, which relieved congestion, improved customer experience and resulted in a quicker sales process.

Waitress, Compass Group PLC

June 2017 – May 2019

- Communicating with customers and providing recommendations when asked.
- Effectively promoted specials and upsold selected menu items to reduce waste and increase profits.
- Excelled in a challenging, high-volume environment; regularly dealing with 100+ covers during busy shifts.
- Taking prompt action whenever necessary to maintain the satisfaction and safety of all customers and staff.

Intern, Leighton House Nursing Home

August 2018

- Supported an average caseload of 65 patients with Alzheimer’s in the provision of preventative health care within a nursing home environment.
- Administered pain medication to patients suffering from a variety of different medical conditions.
- Tracked the administration of various medications for each patient and monitored other pain management treatment strategies.
- Communicating and engaging with patients, reading and speaking with them daily.

Intern, Imperial College Healthcare NHS Trust Hospital

July 2018

- Analysed blood samples, performed smear tests and identified common pathogens found in the hospital.
- Researched, gathered, analysed data.
- Help patients reach their physical (medical) examination rooms.
- Observed and assisted doctors in the Neo-Natal Ward.

CERTIFICATIONS

Harper Adams University – Suitably Qualified Person (SQP)/ Registered Animal Medicines Advisor January 2022

- Attended an external training course and conducted written and oral examinations.

EXTRA CURRICULAR ACTIVITIES

National Citizen Service (NCS) June – August 2016

- Raised money for charities by completing different tasks throughout the day.
- Gave out surveys to the public and raised awareness.

The Hollyfield Secondary School, Business & Economics Ambassador January 2015 – June 2016

- Attended different classes and gave presentations about economics.
- Mentored younger students undertaking GCSEs.

SKILLS & INTERESTS

Languages: Fluent in English and basic understanding of Arabic.

Technical Skills: Windows Operating System, Microsoft Office including Word, Excel, PowerPoint, and Outlook.

Activities: Surrey Netball Club