

Haarisah Hussain

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A passionate and customer focussed individual with strong communication skills, problem solving, and complaint resolution. I have gained experience working in multi-functional teams utilising my skillset and applying my ability to work across teams and collaborate. I am detail orientated and can work effectively and diligently to strict deadlines as well as upselling to improve the customer experience.

Skills:

- Exceptional customer service
 - Problem Solving
 - Team collaboration and coordination
 - Conflict resolution
 - Attention to detail
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Work / Voluntary Experience

IT office work experience – Birmingham City Council

July 3 – July 7, 2023

Achievements and responsibilities:

- Working with applications development team creating LLD diagrams encompassing the network architecture of the council's data centres.
- Worked with the cybersecurity team to test the resilience of their databases to SQL injection attacks.
- Used Microsoft Power Bi to automate sending emails to users.

Retail and Stockroom Volunteer – British Heart Foundation

Nov 2022 – Jan 2023

Achievements and responsibilities:

- Collaborated with departments to assess restocking needs and conducted regular stock takes ensure optimal stock levels.
- Attached labels and tags to items that were ready for sale, while identifying and sorting out unsaleable donations for recycling.
- Prepared donated items for sale by utilizing a clothes steamer to ensure they were presentable for display.
- Operated retail and cashier functions, including processing transactions using a point-of-sale system.
- Provided customer service by engaging with customers in a courteous and helpful manner, addressing any inquiries or concerns they may have had.

Sales Representative – Precision Organisation

Dec 2024 – Jan 2025

Achievements and responsibilities:

- Engage potential donors in personalised discussions to increase awareness and encourage financial support for charitable organisations.
- Represent and promote organisations by clearly conveying their goals and effects to the public, hence raising awareness and participation.
- Reach or surpass fundraising targets on a regular basis while leveraging focused sales tactics to increase support for charity causes.
- Deliver exceptional customer experience by providing personalized service, addressing inquiries, and ensuring satisfaction during each interaction.

IT Supporter Volunteer – Read Easy UK

Dec 2024 - Present

Achievements and responsibilities:

- Provide technical assistance and troubleshoot hardware and software issues.
- Oversee and maintain the company's SharePoint platform, making sure it runs smoothly and is set up to meet user requirements.
- Assist users with technical problems, making sure they are resolved quickly.

Education:**2017 – 2022****GCSEs – Swanshurst School.**

9 GCSEs including,
Maths (5) and English (6).

2022 – 2024**BTEC Level 3 National Extended Diploma – Solihull Sixth Form College.**

Information Technology – Distinction*Distinction*Distinction*

References

Available upon request.