

Faduma Abdi

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WORK EXPERIENCE

Ministry of Justice, Leicester UK — *Case Officer*

2019 - 2023

- Responsible for the assessment and processing of various inbound immigration applications, visas, residence permits, asylum, and citizenship applications.
- Managed appeals by providing decision explanations and guiding applicants through the appeals process in accordance with applicable legislation.

Dune London-The Dune Group, Leicester UK- International Trade & Compliance Officer

2016 - 2018

- Led cross-border import/export operations, ensuring the correct application of Inco Terms and efficient customs clearance through close collaboration with authorities and freight forwarders.
- Proactively identified and managed risks while implementing "live feed" links for interdepartmental communication, eliminating information gaps and enhancing organizational collaboration.

VF Northern Europe, Nottingham UK — Customer Service Specialist

2014 - 2016

- Efficiently managed customer service for multiple brands, including The North Face, Vans, Lee, Wranglers, and Timberland.
- Developed communication skills and an eye for detail while handling inquiries related to marketing, campaigns, warranties, deliveries, and returns.

NHS(National Health Service), Leicester UK — Medical Receptionist

2013 - 2014

- Managed electronic health records (EHR) in both the emergency department and outpatient clinic, collaborating with medical experts for record updates, and efficiently handled high call volumes, booking requests, referrals, and administrative tasks.
- Prioritized patient confidentiality and ensured compliance with HIPAA regulations while overseeing sensitive information, including medical inventory, fax processing, and invoicing.

TECHNICAL COURSES

Proficient in Python programming.

Fundamental knowledge of Microsoft Azure.

Competent in Microsoft Azure DevOps.

Skilled in PowerShell, JSON, and GitHub.

Proficient in SQL (PostgreSQL/MySQL).

Competent in HTML, CSS, JavaScript.

Proficient in Microsoft Excel.

LANGUAGES

Swedish - Native

English - Fluent

EDUCATION

De Montfort University, Leicester — (Bachelor of Arts) Economics & Business Management

Graduate 2019 - Distinction 2:1