

NADIA NOORMOHAMED

D.O.B – 04/04/1996

Location – Manchester

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EDUCATION AND QUALIFICATIONS

University of Manchester, BSc Computer Science

Sept 2016 – Jun 2019

First Year overall grade: 2:1

University of Manchester, Foundation Year

Sept 2015 – Jun 2016

Overall year grade: 1st class equivalent

Loreto Grammar Sixth Form, Altrincham - September 2012 – June 2014

Sept 2014 – Sept 2015

A Levels – Mathematics: C, Biology: C, Chemistry: C

Stretford High School, Stretford

Sept 2007 – Jun 2012

GCSE Grades – Biology (B), Chemistry (A), Physics (B), Maths (B), English(B), Sociology (B), Religious Studies (B), Spanish (B), Business Studies(C)

EMPLOYMENT HISTORY

CUSTOMER SERVICE REPRESENTATIVE, AEGIS OUTSOURCING UK, EXPERIAN - MANCHESTER

Jul 2015 – Sept 2015

Received incoming calls from customers who required assistance for:

- Understanding their credit report status – required me to be concise and clear with my communication whilst maintaining a good telephone manner which ultimately resulted in customers having an improved understanding of their report status.
- Signing up for service – required me to accurately provide instructions to customers on how to do this, and at times had to solve technical issues using the specific company procedures if sign-up or log-in issues were out of the customers control.
- Complain regarding service – required me keep the customers calm and to help them communicate the problem clearly and rationally so that ultimately a resolution was reached.

CUSTOMER SERVICE AGENT, SWINTON INSURANCE - MANCHESTER

Aug 2014 – Oct 2014

- Validated No Claims Bonus for customers holding policy with company using database and specific forms ensured no discrepancies present between customer information and actual information.
- Arranged 'call backs' to keep department call volumes under control – lead to disappointment for most customers – the task largely required consoling the customers over the phone and being understanding of their situation.

RECEPTIONIST, THERAPY FIRST PHYSIOTHERAPY - MANCHESTER

Jul 2013 – Sept 2014

- Registered new patients and updated existing patient details into a database - ensured accuracy was maintained at all times
- Took incoming calls whilst keeping a professional and polite telephone manner

- Fulfilling all reasonable requests from customers to ensure their comfort, satisfaction and safety

POSITIONS OF RESPONSIBILITY

SCHOLARSHIP AMBASSADOR

Sept 2016 – Sept 2017

- Met with donors (Alumni)
- Conversed with them about how their scholarship helped us, scholarship ambassadors (recipients), with the academic year and about our university experience till date.

VOLUNTEER, BARNARDOS CHARITY SHOP – MANCHESTER

Jun 2013 – Aug 2013

- Approaching and liaising with customers in a friendly manner whilst assisting them with their queries and advising them on available items.
- Visual Merchandising - Arranging/displaying clothes and other items to create an appealing, creative and ordered image of the shop floor
- Clear communication and collaboration with the manager and colleagues to maximise customer satisfaction and sales per day

TEACHER'S ASSISTANT, MANLEY PARK PRIMARY SCHOOL - MANCHESTER

Oct 2011 – Oct 2011

- Resolved issues of and between children in an appropriate and calm fashion
- Reported progress of individual students to teachers at the end of each day e.g. reading progress
- General cleaning, tidying and ordering of the classroom

AWARDS, SKILLS AND OTHER QUALIFICATIONS

Languages:

English (bilingual proficiency), Katchi (native proficiency), Urdu (fluent)

IT skills:

Java, Python, CSS, HTML, Microsoft Office package, Linux, Command – Line, Windows 7, 8, 10, MAC OSX

REFERENCES

- References are available upon request