Nadia Noormohamed

Name – Nadia Noormohamed

D.O.B – 04/04/1996

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Personal Profile

I am an energetic individual with a desire to work in a customer service role to utilise my skills of rapport building and communication, which I developed during my previous customer service advisor positions. I am a frequent and competent user of the Microsoft Office package and enjoy working on a computer and with technology. Furthermore, I possess excellent verbal and written communication skills and am able to relate to a wide range of people due to my varied work experiences in: retail, customer service and education. I am enthusiastic to take on a position which is fast paced, dynamic and customer interactive. I am always aesthetically smart and ready to take on any challenge.

Work Experience

Customer Service representative, Aegis Outsourcing UK (Experian) – July 2015 – September 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
* Cancellation of membership – required me to show empathy at times and hear what the customers had to say about the service
* 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 systems.
* Complain regarding service – required me keep the customers calm and be understanding of their situation

Customer Service Agent, Swinton Insurance August 2014 – October 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 – role largely required consoling the customers over the phone and being understanding of their situation.
* Utilised Excel to record updated customer information.

Receptionist, Therapy first physiotherapy, July 2013 – June 2014

* Registered new patients and updating 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

**Volunteer, Barnardos Charity Shop, June 2013 – August 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 (October 2011 – 1 week duration)**

* 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

Education

**University of Manchester**, BSc Computer Science – 2016-2019

**University of Manchester** Foundation Year 2015-2016

**Loreto Grammar Sixth Form** - September 2012 – June 2014

A Levels– Mathematics, Biology, Chemistry

**Stretford High School** - September 2007 – June 2012

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

AWARDS, SKILLS OR EXTRA QUALIFICATION

Languages:

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

Software/hardware skills:

- Java, Python, CSS, HTML, Microsoft Office package, Bash Scripting, Linux, SQL, Windows 7, 8, 10, MAC OSX

- Have experience of building desktop computers

REFERENCES

References are available upon request