Nadia Noormohamed

Location – Manchester

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Education and Qualifications

*Sept 2016 – Jun 2019*

**University of Manchester, BSc Computer Science**

First Year overall grade: 2:1

*Sept 2015 – Jun 2016*

**University of Manchester, Foundation Year**

Overall year grade: 1st class equivalent

*Sept 2014 – Sept 2015*

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

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

*Sept 2007 – Jun 2012*

**Stretford High School, Stretford**

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

Employment History

*Jul 2017 – present*

**Operations – Executive, HSBC IDVA – Manchester**

* involves assisting customers in submitting identity and address documentation for verification
* guiding and helping customers with technical issues when submitting documents using the online method.
* checking submitted address and identity documentation on the system for issues and offering alternative solutions to submit documentation for customers

*Jul 2015 – Sept 2015*

Customer Service representative, Aegis Outsourcing UK, Experian - Manchester

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.

*Aug 2014 – Oct 2014*

Customer Service Agent, Swinton Insurance - Manchester

* 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.

**Employment History (continued)**

* 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.

Positions of Responsibility

**STEM ambassador**

**PASS**

*Sept 2016 – Sept 2017*

**SCHOLARSHIP AMBASSADOR**

* 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.

*Jun 2013 – Aug 2013*

**Volunteer, Barnardos Charity Shop – Manchester**

* 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

*Oct 2011 – Oct 2011*

**Teacher’s Assistant, Manley Park Primary School - Manchester**

* 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