NADIA NOORMOHAMED

**D.O.B** – 04/04/1996

**Location** – Manchester

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Education and Qualifications

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

First semester grades: Java: 1st Class, Computer Architecture: 1st Class, Computer Engineering: 1st Class, Maths: TBC.

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

**Gap Year**, September 2014 – September 2015

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

A Levels – Mathematics, Biology, Chemistry

**Stretford High School, Stretford** - 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)

Employment History

Customer Service representative, Aegis Outsourcing UK – Experian contract, (Manchester) – 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 which ultimately resulted in customers having an improved understanding of their report status which allo
* 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 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) 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 – the task largely required consoling the customers over the phone and being understanding of their situation.

Receptionist, Therapy first physiotherapy (Manchester), July 2013 – June 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

**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

AWARDS, SKILLS AND OTHER QUALIFICATIONS

Languages:

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

IT skills

* Java, Python, CSS, HTML, Microsoft package

INTERESTS

REFERENCES

References are available upon request

To add:

**PASS LEADER**

**STEM AMBASSADOR**

**SCHOLARSHIP AMBASSADOR**

**FIRST YEAR GROUP PROJECT**

**SOCIETY COMMITTEE MEMBER**