**Mohammed Nazmul Hussain –** Naz.h97@hotmail.com 07443817741 London

**Professional Summary:**

Friendly and efficient customer service professional with over 8 years of experience in teaching and front-facing roles providing exceptional support to students, visitors, and clients. I am a computer engineering graduate skilled in Mathematics, Problem solving, Microsoft Office, invoice processing, and CRM database management with a proven track record of maintaining accurate records and building strong relationships. A self-motivated and proactive individual, adept at managing multiple priorities, working on initiative, and contributing to a positive customer experience.

**Work Experience:**

**Online private Tuition business - 2016 – Present | London, UK**

* Delivered personalized lessons to students, ensuring an engaging and supportive learning experience.
* Managed client relationships, including billing and invoicing, build a strong rapport with parents and students.
* Administered all back-office functions, including online advertising and managing lesson schedules, demonstrating excellent time management and organizational skills.

**Housing Renovations Officer - Dec 2023 – Dec 2024 | London, UK**

* Managed invoicing and logistics for renovation projects, ensuring accurate record-keeping and timely processing of payments.
* Delivered exceptional customer service, ensuring client satisfaction throughout the renovation process.

**IT Analyst/1st Line customer support & Web tester – King’s College London - Oct 2021 – Oct 2023 | London, UK**

* Delivered first-line customer service to students and staff, responding to over 1,000 requests, showcasing strong communication skills.
* Supported the development and maintenance of the university’s website, improving user experience for thousands of users.

**High school cover teacher – Sept 2019 – Sept 2021 | London, UK**

* Managed classrooms of 30+ students, ensuring effective learning environments and maintaining discipline in line with school policies.
* Delivered lesson plans and educational materials across a range of subjects, adapting to various learning styles and meeting diverse student needs, providing detailed feedback on student progress**.**

**Client Relations & Salesforce CRM Administrator – HGV Training Services - Sept 2018 – Sept 2019 | London, UK**

* Managed client relationships, coordinated sales, and organized training sessions for various stakeholders.
* Processed invoices accurately, maintained client records, and ensured customer satisfaction.
* Utilized Salesforce CRM for managing a large client database, ensuring efficient follow-up and service delivery.

**Skills:**

* Project management
* Presentational skills
* Customer Service Excellence
* Front-of-House Support
* Administrative Support & Coordination
* Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
* Python and SQL (programming language)
* Invoice Management & Finance Processing
* CRM Management (Salesforce, Microsoft 365, Azure)
* Time Management & Prioritization
* Effective Communication & Relationship Building
* Problem-Solving & Attention to Detail

**Education:**

**Queen Mary University of London – Beng (2:2) in Computer Science/Electrical Systems Engineering -**

September 2015 – March 2018 | London, UK

**A-Levels: Further Mathematics / Statistical Modelling – ABB –** September 2013 -August 2015

**GCSE: 10 A\* - B’s including Math’s and English**