**Education**

**Coventry University, Coventry UK 2018-2021**

**BSc (Hons) Civil Engineering, Achieved 2:1**

**Key Modules-**

* Structural Analysis– Relates to the prediction of the response of structures to specified arbitrary external loads. I had to demonstrate various methods of statistical thinking.
* Geotechnics – is an engineering discipline that deal with soil and rock behaviour. This specialism involves using scientific methods and principles of engineering to collect and interpret the physical properties of the ground for use in building construction.
* Econometrics - Applying statistical and econometrical tools to real world examples.

# Moseley School and Sixth Form 2011-2018

* A-Levels in Law, Maths and Chemistry (ACC)
* 11 GCSE’s Achieved A\*-C including English and Maths

**Employment**

**Serco – Housing officer Aug 2021-Jan 2022**

* Responding to customer complaints and requests.
* Dealing with Medical emergencies and manage any incidents.
* Had to be flexible and was required to various locations in the west midlands to provide top tier support. I have business insurance on my driver’s license, I was required to travel for training and meetings.
* Ability to manage conflict
* Management of domestic violence, violence, Anti-social behaviour, and child safeguarding needs.
* Encouraging and supporting individuals to participate in daily living skills and opportunities.
* To report and document any concerns you may have about service user’s health and well-being.
* To enable service users to be treated as valued individuals of society, empowering their human rights.
* To carry out property inspections and report any repairs to ensure we provide quality homes for our clients.
* Had to provide support to the adults under our care in the form of support sessions.
* Was responsible for the safeguarding of the SU’s/clients. Had to identify on arrival which clients were vulnerable and which of them required PEEP (Special help in case of an emergency e.g., Fire)
* Had to use my experience and knowledge of tenancies, local authorities.
* Had to help the clients overcome barriers they face with their integration in society.

Admin Officer Aug 2016 - Sep 2020

Al Sunnah Recreational Centre

* Diminished process gaps, supervising claims analysts and clerks to ensure optimal productivity.
* Tracked, analysed, and interpreted trends in social media data.
* Dealing with phone calls and customer queries/paperwork
* Developed my own projects and executed (marketed) them by creating a team of individuals with different skills in line with the organisations policies
* Work closely with senior manager and as part of a larger team to ensure the delivery of day-to-day requirements
* Organise, scheduled, and held meetings
* Communicating with stakeholders to ensure projects are delivered

**Security guard at Birmingham city university May 2019 – July 2020**

* Did patrols throughout the entirety of the building every other hour and completed a headcount of the occupants.
* Fire door checks.
* Keep in constant communication with the control room.

**Security officer at Wolverhampton hospital July 2020 – October 2020**

* Had to ensure everyone who entered the hospital from the entrance I was guarding had on a face mask. If they didn’t I would supply them with one.
* Diffuse any potential problems that were to arise.

**Security officer at Quarantine hotel December 2020 – August 2021**

* Had to ensure hotel guests didn’t leave their rooms unless it was their scheduled time to leave.
* Keep in constant communication with all other guards and control supervisor.
* Fire door checks.
* Food delivery to door.
* Enforcement of covid regulations.

**Bear Grylls Adventure Park – Guest Experience Host (Part-time) Jul 2021- Nov 2021**

* Acted as first point of contact for customers, keeping a friendly and clear communications style while helping them navigate the adventure park.
* Utilised knowledge of legal practice from my degree to assist customers with literacy and comprehension difficulties to understand the legal documentation required.
* Kept up to date with organisational development to keep up to date with and offer relevant

and ‘hot’ deals and promotions.

* Working collaboratively with departments, so I know what time slots are available for each activity, for the day.
* Building a rapport with customers so I can solve their problems and manage their complaints.

# Leave is to Esmie, Coventry UK- Finance/Business Placement Feb 2021- Jun 2021

* Using Microsoft excel to evaluate what products were our most popular with customers, so we could put promotional offers on.
* Calculating total sales for each day and analysing our weekly performance, to see how we could improve for the following week.
* Managing customer details database and making amendments on customer’s request

regarding their bookings and orders.

* Proactively contacting suppliers about delivery times and amending orders to meet the demand of customers.

# Coventry Student Union Shop, Birmingham UK- Customer Service Assistant (Part-time) Oct 2019-Jun 2021

* Providing a high level of customer service tailored to each individual, which helped increased sales as I had a rapport with every customer.
* Trained new members of staff, clearly explaining processes and procedures, creating a friendly environment to work in.

# Cadbury World Retail Seasonal Sales Assistant, Birmingham UK Jun 2019-Sep 2019

* Dealt with customer transaction and complaints with a professional attitude, ensuring they were satisfied with their experience.
* Conducted market research of new products towards customers.

# Key Skills

* Proficient user of Microsoft Office: Word, Excel and PowerPoint, and Publisher.
* Bilingual (Arabic, English, Somali and Dutch).
* Full, clean driving license and own transport.

# Activities and Achievements

* Course representative - Ensuring each student was satisfied with the course, by asking

questions in the ‘WhatsApp’ group chat for my course.

* One of the Founding members of BAME in business Society- Promoting each society event and attending weekly meetings to organise future events
* Completed Duke of Edinburgh Bronze award and first aid course.
* Volunteered at Moseley School- Mentoring young boys who have behavioral issues.
* Climbed Scafell Pike and mount Helvellyn for charity, helping to meet the fundraising target.
* Funded the final year of my A-Levels by myself, by working part-time.
* Head boy of my Sixth Form.

Reference available upon request

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* Full, clean driving licence and own transport.

**skills**

|  |  |
| --- | --- |
| * · Proficient use of Microsoft office (Word, PowerPoint, Excel * · Business analysis * · Problem solving * · Python/R projects | * Time management * Event management * Successful Media campaigns * Customer service * Worked with executive level stakeholders |

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