



## Sama Mohsin

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[samam99.github.io/formsubmit/](http://samam99.github.io/formsubmit/)

## WORK EXPERIENCE

### NatWest Banking Group

Manchester

*Customer services and operations analyst*

January 2023 - on-going

- Efficiently resolved international payment and direct debit indemnity queries by collaborating with stakeholders and escalating issues when required, ensuring accuracy and client satisfaction.
- Initiated KPI monitoring to identify areas for improvement, leading to a 25% reduction in call abandonment rates for our team.
- Demonstrated expertise in banking procedures and software applications, including BackOffice, Interllitracs, MT (SWIFT), and ISO 20022, ensuring seamless operational efficiency.
- Maintained strict compliance with internal and external policies and procedures within the banking industry, contributing to a culture of regulatory excellence.

### Amazon

Manchester

*Brand Consultant- AVS B2B*

December 2021 - June 2022

- Responsible for managing daily operations and vendor relationships for notable brands, such as Wella, Kao and Nip+Fab within the UK marketplace.
- Tackled complex vendor issues, creating a strategic deal plan to address overstock worth 700K at risk of liquidation, which lead to clearing 350K worth of overstocked products in 2022 Q2.
- Drive supply-chain operational excellence- Reduced costs, defects, lead times, and by managing stock in our fulfillment center. Reduced chargeback for Kao Pro by 95% by making recommendations to use alternative packaging materials.
- Analyzed competition and collected customer feedback in order to identify potential areas of improvement and business growth.

### Primark

Leicester

*HR Supervisor*

April 2021 - September 2021

- Automated absence tracker using Excel VBA and advanced Excel functions, which uses inputted data to generate automated emails to colleagues. The tracker reduced the absence percentage by 10% and saved an average of 3 hours daily.
- Facilitated metrics and reporting – extracted, analyzed, prepared, and presented monthly human capital dashboards.
- Provided critical support in implementation of all core processes, including but not limited to performance management, talent reviews, promotion, and recruitment.
- Consulted with Senior HR Manager to mitigate and manage legal side of HR such as Right to work, Operational risk for the firm through management of high-risk terminations, complex employee relations

### Retail Associate

2018-2021

- Demonstrated excellent customer service by aiding customers with their enquiries.
- Product knowledge, identified top 5 sellers in my department and what makes them attractive for our customers.
- Managed visual merchandising and product rotation within my department to ensure best sellers are positioned in the forefront.

## EDUCATION

### University of Leicester

Leicester

*Psychology Undergraduate*

September 2018 - October 2021

*code nation - Python, HTML, CSS [samam99.github.io/formsubmit/](http://samam99.github.io/formsubmit/)*

## **LEADERSHIP EXPERIENCE**

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### **TedxLeicester**

**Leicester**

*Communication coordinator*

*May - August 2019*

- Lead the communication team in developing and implementing a communications strategy designed to further company objectives.
- Facilitated coordination between the speakers and the TedxLeicester license holder.
- Managed volunteers, support staff, vendors and more to support promotional events.

### **Projects**

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- Collaborated to create a text-based Trivia game using Python. Players are able to choose from multiple categories and the difficulty of the questions.
- Created a website to use a portfolio to showcase my skills and projects. The website links to my GitHub and LinkedIn.

### **SKILLS**

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- Python, HTML, CSS, Visual Studio, Trello, GitHub.
- Ability to maintain a high degree of confidentiality.
- Fluent in Arabic and basic knowledge in Turkish.