**Shuaib Ul Haque | Graduate**

**Location: Greater Manchester**

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Professional profile

Graduate with a 2:1 in Business Management. Experience in roles from Customer Service to Team leader.  Ability to adapt to scenarios displaying strong work ethic and leaderships skills. Seeking opportunities to leverage a career in Project Management, Recruitment, Business Executive or Human resources. Gained an understanding for the different functionalities within a business and developed communication, teamwork, organisation, planning, IT skill through both education and work experience. Multilingual in English, Urdu, Punjabi and Hindi. And in the final year of study, nominated by fellow class members to be Course Representative.

Education and qualifications

* **The University of Bolton –** Dates attended (09/2015 – 06/2018)
  + **Business Management BSc (Honours) –** 2:1

While studying at University I have gained skills which are vital in order to develop an acute business understanding, in a variety of fields. The Following mentioned are the a few of the modules I have studies while at University:

* Finance for Business
* Business Law
* Business Economics
* Marketing Principles
* Employability Skills
* Organisational Behaviour
* Strategic Management
* Work and Employment Relationship

**Major Project**

**Young Enterprise (YE**) – Creating a Business and Business Idea to be showcased at the YE fare.

**Awards Attained:** Best New Business Idea & Best Display Table

* **Bolton Community College –** Dates attended (09/2013 – 06/2015)
  + **Business Management –** **Distinction** (D)
* **Markazul Uloom–** Dates attended (2007 – 2012)
  + **Maths–** C
  + **English –** C
  + **I.T** – C
  + **Urdu** – A
  + **Science** – C
  + **Additional Science** – C

Work experience

**09/2017- 05/2018 Fun Valley, Bolton**

**Customer Service/Team Leader**

*Outline*

Attending to customers queries, complaints and questions. Providing customers information about products and services, taking orders, and processing returns. leading a team of 10 staff members. Relaying any concerns, while also being an intermediary between employees and the manager.

*Key responsibilities*

* First contact for customer upon arrival, providing customers and their children with correct bands and taking payment and catering for customers.
* Taking orders and working with other staff to provide the best service for parents and their children
* Organising and catering for birthday parties by providing food, setting up decorations, contacting parents and taking payment all while operating within Health and Safety regulations
* Working under pressure in order to set tasks and coordinate staff and meet deadlines
* Taking lead when Manager was unavailable by assigning tasks to associates, staffing projects, tracking progress and updating managers, partners and clients as necessary
* Implementing a democratic leadership style in order to create employee job satisfaction and encourage innovation and creative solutions to organizational issues and problems

*Key achievements/projects*

* Helped design an Excel booking system for birthday parties and food orders
* Created loyalty cards for customers, increasing sales, customer loyalty and regular customers

**05/2016 – 09/2016 BOOHOO Warehouse, Burnley - Lancashire**

**Picker Packer**

Awards and recognition

* **Young Enterprise – Best new Business Idea –** 2017
* **Course Representative -** 2018

Interests

**Interests:** I have a deep interest in Football, Archery, Rock Climbing and Art. Travelled to : France, Germany, Netherlands, Morocco, Qatar, Dubai, Abu Dhabi.

References available on request