

# Name

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## SUMMARY

Having recently graduated with an **MSc in International Business Management**, with expertise in **client communication, managing inquiries, and administrative duties**, I am seeking a role as a **Paralegal** at HFIS Limited. **I have the right to work in the UK.**

## EDUCATION

**MSc in Public Policy and Management, 1st** | King's College London | 2021 – 2022

- **Modules:** Economics (1st), Research Methods in Public Policy (1st), e-Services in Marketing (1st)
- **Dissertation:** Impact of Luxury Goods Taxation on Socioeconomic Inequalities (Distinction)

**BA in Arabic and French, 1st** | University College London | 2017 - 2021

- Modules: Arabic & French languages and literature, Political Economy
- Year abroad in Jordan (Arabic at Qasid institution) and France (French at Jean Moulin Lyon 3)

## WORK EXPERIENCE

**Sales and Investor Relations Analyst** | IDEAGlobal | August 2023 - October 2023 | London, UK

- Managed client inquiries, optimising processes, and improving service response time by 15%.
- Coordinated with teams to build a case management system, reducing data access time by 30%.
- Maintained records, handling invoicing and documentation, resulting in a 20% improvement in workflow efficiency.

**Sales and Account Manager** | Just Gifts | September 2020 - August 2022 | Mumbai, India

- Recommended procurement strategies to **~10** clients monthly which led to a 30% increase in revenue
- Trained **~45** team members to use financial tools such as QuickBooks and Microsoft Office leading to **90%** utilisation of financial tools
- Developed **20+** comprehensive financial reports to aid the Sales team in attracting 1000s of leads
- Improved candidate experience strategies, driving a **15%** increase in satisfaction scores

**Audit Associate** | Deloitte | August 2017 - March 2018 | Mumbai, India

- Preparing reports, presentations, and proposals for **13** clients monthly
- Evaluating the internal control systems of clients to ensure the effectiveness and reliability of their financial processes which resulted in increased investments by **12%**

## EXTRACURRICULAR ACTIVITIES

- **Media Secretary** - increased the sales of club merchandise by **50%** by launching promotional offers
- **Treasurer** - Fundraised **~£5000** to help fund events
- **Vice President** - Led a team of **200** members ensuring a **9.5/10** satisfaction score

## LANGUAGES, SKILLS AND CERTIFICATES

- **Languages:** English (native or advanced proficiency), Spanish (intermediate proficiency)
- **Skills:** Google Analytics, SEO, SEM, PPC, Hubspot, Knowledge of HTML, CSS, and JavaScript
- **Certifications:** Google Analytics Certification, Facebook Blueprint Certification

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References Available on Request