

Zunaira Arshad

Career summary

I am highly competent, motivated and enthusiastic administrative assistant with experience of working as a part of team in busy office environment. Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. I am approachable, well presented and able to establish good working relationships with a range of different people. I possess proven ability to generate innovative ideas and solutions to problems.

Work History

- **Agency Team Spirit**
 - Manchester Airport – World Duty Free
- **Read foundation**
Call centre
- **Student Ambassador/Course Representative (Rap)**
 - Help line to students
 - Campus tour guide
 - Multiple jobs/responsibilities

- **USC sports direct**

Sales assistant

Responsibilities include:

- Serving and advising customers
- Taking payment
- Helping customers to find goods they want
- Handling phone calls
- Handling complaints or passing them on to a manager

- **Sophie's salon & boutique**

Sales assistant

- **Long Boon&Wise pharmacy**

Pharmacist assistant and answering enquiries

Academic qualifications

Manchester Metropolitan University **Current**

BSC (Hons) Web Development

Manchester College 2014 – 2017

GCSE Maths-English

BETC Level 3

Key skills

AREAS OF EXPERTISE

- Administration
- Office duties
- Diary management
- Data input
- Problem solving
- IT skills
- Maintaining records
- Payroll

ADMINISTRATIVE SKILLS

- Excellent communication and interpersonal skills.
- Natural positive attitude and outlook.
- Raising purchase orders.
- Superb Excel and Microsoft Office skills.
- Arranging and participating in meetings.
- Taking accurate messages.
- Accurately filling in administrative records and relevant paperwork.
- Contacting potential clients and existing clients.
- Opening and distributing mail.
- Maintaining Purchase Order Processes.
- Answering and re-directing telephone calls.

PERSONAL SKILLS

- Self-Starter with an accurate and detail oriented work ethic.
- Ability to thrive within a fast-paced environment.
- Superb verbal and written communication skills.
- Pragmatic and having a 'can do' attitude. .
- Strong sense of responsibility.

References - Available on request.

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