

## ANFAL ALI

7 Bellefield Road, Winson Green • Birmingham, B18 4EL

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### PROFILE

A multi-lingual, enthusiastic individual with strong interpersonal skills and a professional approach to work, who is self-motivated and enjoys meeting challenges in the work field. Gain great satisfaction from providing full support within a team, can also work well on own initiative, meeting deadline working in a methodical manner.

Proficient in assessing job and skills needs, working collaboratively with employers and programme participants, training and development and monitoring progress. Through extensive clients contact; has developed excellent interpersonal skills encouraging good listening skills, assessing, problem solving skills, and dealing comfortably with people at all levels.

I would welcome the opportunity to be part of an organization that is looking for individuals who are committed to personal and professional development for both themselves and the clients they serve.

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### Education & Qualifications:

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**Boot Camp Certificate:** University of Birmingham: Current (June – September 2022)

A 24-week intensive Full stack development program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS

**University of Wolverhampton**

2014 - 2019

- Bsc (hons) Biomedical Science

**Birmingham Metropolitan College**

2011 - 2013

- Level 3 Medical sciences
- Alevel – English language

**Moseley School, Language College**

2006 - 2011

- 10 A-C Standard GCSE's.

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### Employment:

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**Mitie – June 2022 – Current  
Planner:**

- Accurately recording all job-related information on the IT Systems and ensure all jobs are completed within the required S:AS and costs following correct processes
- Responding to calls and emails from clients and engineers
- Escalate any issues with specific jobs, clients or engineers to the correct team
- Offering 5\* customer service across all forms of communication internally and externally
- Updating work orders on our in-house systems

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**Cygnnet Healthcare  
2022**

**2015 – June**

*Mental Health Support Worker*

- Supporting patients with their learning and development through future planning and setting goals in the community.
- Working with individuals to utilise care plans to maintain and work towards recovery with the goal of maximising their independence.
- Provided essential emotional support and comfort during times of distress.
- Supporting individuals with CV workshops to gain the relevant skills in applying for a job with effective resume, cover letter and interview coaching.
- Demonstrated excellent organisation skills through the works programme initiative that supports clients through all stages of recruitment to provide a positive difference in the lives of clients.
- Carrying out daily duties using MS Office and recording all interaction in administrative records.

**Birmingham City Council**

**September 2021 - Present**

*Customer Service Advisor*

- Responsible for answering and dealing with incoming calls, providing support for general and residence teams, individual projects and working with colleagues to resolve issues.
- Maintain the customer database and produce management information via MS office systems and internal software.
- Providing support and advise to tenant and contractors as well as other departments within the housing sector.
- Manage the relationship with internal and external stakeholders including but not limited to housing, finance, payroll, team administrators and PA's across the business.

**Sitel – Covid Track and Trace**

**Dec 2020 – Feb 2021**

*Outbound Customer service advisor*

*(Temporary position)*

- Took inbound and outbound calls for up +20 individuals per day using computer and call centre software systems.
- Managed 100+ accounts per day by implementing strategic resolution and organising all data.
- Acted as a liaison between the company and internal members.
- Used strong knowledge on Covid and problem-solving skills to assist individuals with their concerns. .
- Ensured accuracy of data by keeping track of all customer calls via spreadsheets and company software.

**Women in software training**

**November 2020- February 2021**

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Obtained a certificate upon completion of a 11week programme Talent Tech Academy to prepare women for a career in Software Engineering. This programme was designed for motivated individuals who are keen to learn and passionate about working in the tech industry. Gained knowledge on and are familiar with the following modules:

- Software tools
- HTML % CSS
- Coding fundamentals
- Interactive and Responsive web design
- Python Fundamentals
- Introduction to Data Analysis
- Introduction to Object- Orientated programming
- Introduction to Test driven development
- Security fundamentals
- Introduction to Agile

### **HR Umbrella**

**Feb 2019 – May 2019**

*Temporary Remote HR Assistant:*

- Use software program in Microsoft Office to collaborate with management on letters, reports, presentation and spreadsheets.
- Track employee absences and arrange for substitutes, as well as assisting in administration regarding employee meetings such as grievances and disciplinary.
- Other Adhoc HR administration duties to support the department.

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### **Training**

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#### **Cygnnet Healthcare (2021)**

- Attended on-site Safeguarding of Vulnerable Adults Training at Cygnnet HealthCare alongside confidentiality training.

#### **First Aid (2021)**

- Attended an Emergency First Aid at Work Course including the use of AED as outlined by the Health and Safety (First Aid) Regulations 1981.

## **REFERENCE**

Available upon request.