**AMINA HAYAT.**

**Birmingham.**

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**PROFILE**

A dedicated and hardworking individual, I thrive under circumstances that are going to push me beyond my capabilities and provide me with new challenges on a daily basis. I have over 5 years of experience of working in a professional environment, helping me articulate the necessary skills that would be required. Over the duration of my experience, I have developed necessary attributes such as working to strict deadlines, effective communication, excellent problem solving and analytical skills, as well as time management and working within a team.

**Employment history**

Aspire Recruitment Agency – Secondary English Teacher (2022 – Current)

* Placed on Long term as well as short term and day to day assignments, which required me to travel to the designated school and arrive on time fully prepared. This aided me in my time management and adaptability as school policies and curriculums were different. Teaching students from KS3 to KS4 whilst abiding by the Teaching Standards and being aware and responsible of safeguarding.

TSB Bank – Money Confidence Expert (2021 – 2022)

* Abiding my policies and following protocol when assisting customers with personal and business banking queries. Managing time and tasks efficiently and meeting deadlines in order to protect money, as well as personal details of customers. Complying by FSCS to assure the safety of TSB Bank and its’ customers. Completing training in order to set up loans and personal accounts.

Holte Secondary School – English Teacher (2020 – 2021)

* Experience in teaching students from the ages of 11-16. Taught full lessons, and experience in covering sixth form lessons. Followed Government guidelines, attended CPD training as well as safeguarding training in order to keep children safe, and promote a healthy environment.

Religion – Sales Associate (2019-2019)

* Presenting efficient and friendly customer service, whilst displaying a welcoming and enthusiastic attitude at all times. Assuring shop floor is clean and tidy at all times, while exhibiting clothes in a presentable and well kept manner. Keeping up to date with new stock, adapting to new situations quickly, whilst showing a can-do attitude simultaneously. Assuring I have sufficient product knowledge in order to cater customers effectively.

Carphone Warehouse – Customer Service Consultant (2018-2020)

* Ensuring customers are given outstanding service in store, hitting weekly targets and KPI’s while gradually acquiring knowledge about products such as mobile phones, Insurance, networks and accessories. Exploring customer needs, through effective communication in order to provide them with best product. Verifying all items are safe and secure with thorough stock check, as well as daily cash up and regular store maintenance.

Primark – Sales Assistant (2018-2018)

* Assuring shop floor is always kept in an immaculate image, general housekeeping of my department. Catering to customers as efficiently as possible. Often working on tills, processing payment. Always portraying an enthusiastic, friendly image at all times and constantly working to the best of my ability to exceed and thrive in my role.

Butterfly Day Nursery – Nursery Nurse (2018-2018)

* Assisting teachers with supervising children of ages 1-4. Providing safe, yet friendly assistance whilst portraying an enthusiastic and friendly image always. Assuring to not breach confidentiality and following professional guidelines. Putting children to sleep for nap time, as well as changing nappies. This has helped me improve certain skills, such as; patience and effective communicating skills.

Cakebox – Supervisor (2017-2018)

* Providing excellent and efficient customer service at all times. Working as a part of a team and maximizing sales by following and achieving targets. Processing payments, refunds, bank payments, as well as cake making and decorating. Distributing stock, maintaining the store floor. Organizing and managing time efficiently whilst, exercising a great deal of professionalism, when dealing with customers. Learning necessary procedures when opening and closing the store. Thorough experience in both FOH and BOH. Training staff to ensure all procedures are carried out safely within an acceptable time limit.

JD Sports - Sales Assistant (2014-2016)

* Meeting monthly targets, whilst analyzing data in line with company standards. Experience in working during busy periods; Christmas and Summer to deliver excellent customer service and maintain store standards. Learning how to read customers in order to filter suggestions based on their requirements, whilst simultaneously remaining patient. Demonstrating clear communication skills to engage with customers.

**EDUCATION & TRAINING**

**Great Barr Secondary School. – GCSE**

Science, Maths, English and I.T.

**South and City College Birmingham.**

Extended Media Production Level 3 Diploma – Distinction, Merit & Pass.

Level 2 Early Years Childcare NVQ – Pass

**Coventry University**

English and Creative writing BA

**Birmingham City University**

Secondary English PGCE and QTS – Attained

**University of Birmingham**

**Scholarship** in Computer Science and Coding Boot Camp – Current

Hold a current DBS on the update service.

**CORE SKILLS**

- Python, HTML and CSS

- JavaScript (Currently learning)

-IT -Patience -Attentiveness - Clear communication skills - Professional analytical and numerical ability -Teamwork skills

Languages Spoken: English, Urdu and Punjabi