

07717500716  
[ash.m32@icloud.com](mailto:ash.m32@icloud.com)

Nationality: British

## AYSHAH MALIK

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A highly motivated and hardworking individual who is currently studying Computer Science with Business at Aston University. Mechanically minded with a methodical approach to working and an eagerness to learn and develop personal skills in a practical setting.

### SKILLS

- Driving Licence: full, clean
- Advanced problem solving and numeracy skills, and accomplished communication skills, both written and verbal
- Proficiency in Microsoft Office, including Word, PowerPoint, Security, Compliance, and Identity Fundamentals.
- Intermediate Urdu- including reading and writing skills.
- Advanced customer service experience, cultural humility and competency- ethical and professional conduct, active listening and negotiating skills

### EMPLOYMENT

#### HMRC — *Junior Content Designer*

2022-2023

- Agile working and stakeholder relationship management
- User focus and User Centred design, creating and editing guidance to be uploaded onto gov.uk
- Strategic thinking and prototyping in collaborative environments
- User Research and Interaction Design, collecting qualitative and quantitative data, and observing users interacting with prototypes

#### Soho Coffee — *Shop Floor Staff*

2022-2022

- Outstanding customer service and communication skills
- Experience using tills, fast learner and able to adapt to change quickly

#### Everi — *PARCEL SORTER*

2021-2022

- Managed employee training for all new recruits over a 3 month period and offered continuous advice, guidance, and mentorship on duties and best practices

#### NHS Track & Trace — *CALL CENTRE*

Company: BMG Research Agency: Industria Personnel Services Ltd

2021-2021

- Customer Service - contacting those that have tested positive or been in contact with someone who's tested positive

#### Little Dessert Shop — *ARTISAN*

2020 - 2021

- Multi-tasking and attentiveness to detail
- Building rapport with customers, actively listening
- Well organised and can optimise time effectively

#### Kumon — *TUTOR*

2018–2019

- Tutoring students in English and Maths, filing paperwork and writing up progress reports on the students and dealing with parents' queries
- Presenting detail in a manner digestible to the target audience, children
- Patience and a positive, welcoming attitude

#### **RAC — UNPAID**

2019 (4 weeks internship)

Duties included:

- Marketing communication
- Supporting invoice reconciliation for SME customers using MS Excel application
- Gathering information from sales managers for their portfolio and updating the CRM system

#### **Project Relief (Homeless Campaign) — UNPAID**

Duties included:

- Preparing/presenting a marketing plan as well as an operating budget utilising MS Powerpoint and Excel
- Creating an online presence to raise awareness and funds for the campaign (via Instagram)
- Contacting charities and brands to organise partnerships (Levi's sponsor)

## **EDUCATION**

### **Aston University- BSc (Hons) Computer Science with Business**

1:1 achieved in modules including: Computer Systems, Object Oriented Programming, Mathematics for Computing Professionals, Accounting for business and Economic Environment of Business.

### **King Edward VI Handsworth Grammar School**

A-Level Law: A

A-Level Mathematics: B

A-Level English Literature: C

### **Hodge Hill Girls School**

GCSE GRADES: 11 GCSEs, Grade A–C

Grade 7 in Mathematics, English Language, English Literature and Urdu

## **ACHIEVEMENTS**

Microsoft Certified: Security, Compliance, and Identity Fundamentals – 2022

Elected project manager for the Secure Software Game Development Team Project, receiving a 1.1 – 2021

Employee of the month at Little Dessert Shop for three consecutive months – 2020

Successfully managed and led a team of thirteen members; winning the Legacy Award – 2019

Delivered various financial statements needed to execute events such as the annual Christmas bake sale – 2019

## **REFERENCES**

Available upon request