

Zoravar Singh

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PROFILE

- A well-balanced combination of academic studies and commercial work experience.
- Evolved communication between finance and sales departments by creating an excel spreadsheet highlighting specific, achievable, relevant and time-orientated sales leads.
- A proven and advanced ability to take ownership of and resolve industry standard office technology issues on a day to day basis.
- Accustomed to a fast paced, call-centre environment.

EDUCATION

HND Information Management for Business, University College London **2017 – 2019**

Relevant modules: Software Engineering, Programming I, Web Technologies and User Management, I.T Project Management, Information Systems, Programming II, Business intelligence, Business Analytics, Database Systems, Semantic Web Technologies.

Languages used: Java, JavaScript, HTML, CSS, XML, OWL, Turtle, SPARQL, MySQL.

BTEC Extended Diploma, I.T (Software Development), Nottingham College **2015 – 2017**

Grade: Distinction*, Distinction, Distinction (152 UCAS points)

Leadership: Elected class representative for 2 years

Languages used: Pascal, Visual Basic.

WORK EXPERIENCE

Customer Relations Specialist, Capital One **June – August 2016**

- Developed attention to detail dealing with large amounts of money and financial information.
- Liaised with off-shore call-centre teams to resolve customer queries.
- Collaborated with 100+ customers daily, demonstrating a customer focused approach.
- Improved communication skills by serving a large, diverse customer base.
- Described by my manager as “a reliable and responsible team member with a strong work ethic, committed and an individual with much integrity and high moral standards”.

1st Line Call Operative, Netforte Ltd **August 2014 – November 2015**

- Worked with high level professionals from blue-chip clients including EON, Vodafone and IBM.
- Increased competence with Windows OS by maintaining employee devices under time pressure.
- Gained a deep understanding of active directory management and ServiceNow.
- Improved problem-solving skills with basic troubleshooting.
- Described by the CFO as “a capable and reliable member of staff”.
- Obtained consistently excellent feedback from clients.

Customer Payments Advisor, Home Energy Services Ltd **April – July 2014**

- Coordinated with sales team daily by creating a spreadsheet containing relevant information for leads, improving my skills with Excel.
- Demonstrated communication skills by contacting customers to rectify payment arrears.
- Raised charges on missed direct debits, developing numerical accuracy.

Trainee Finance Officer, Netforte Ltd **October 2013 – March 2014**

- Improved data entry skills by entering financial information into the company database.
- Designed an employee expenses spreadsheet using Excel.
- Filed financial reports and documents, expanding organisational skills.