Fatemeh Zareian

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Summary

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|  | I am a capable, self-motivated, reliable individual who has vast knowledge and interest in learning new things as well as taking on new challenges.  I have experience working in a variety of different sectors, where I consistently outperformed expectation while finding new and efficient ways of handling day to day activities.  My ability to adapt and learn new skills has allowed me to outperform my peers in the roles and activities I undertake. It is my belief I can fully take advantage of these transferable skills in future opportunities. |

Skills

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|  | * Fully Oriented with the Methodology of Mobile & Desktop Support. * Deep Knowledge of Electronics, Networks & Computer Assembly. * Ability to Deal with Customer Services. * Experience Handling Client Request. * Ability to Communicate with a Variety of Different People & Organizations. * Experience Working with Microsoft Office Products. * Ability to Transfer My Knowledge to Others. * High Level of Communication Skills. |

Experience

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| 2016-2019  2015 - 2016 | **Property Management—***Hararat LTD*  Experienced residential property manager with a track record of working within the housing market, improving effectiveness and efficiency for a diverse range of clients. With additional experience of working within commercial property management, have demonstrable versatility in overcoming any obstacles in what can at times be a challenging sector. From organising property management schedules which may include maintenance and compliance (i.e. safety certificates) to managing tenancy disputes and property inspections, the ability to work within tight time frames whilst ensuring all parties are communicated with and kept well informed. I have a wealth of experience in back office and administrative management which has included but is not limited to formulating tenancy applications, managing viewings, handling sales inquiries and a variety of other tasks including overseeing maintenance works, refurbishments, interior design, negotiating, call handling, carrying out property visits, compiling detailed reports, deposit resolution, ensuring legislative requirements are adhered to HMO licensing, complaint handling and customer relations.  **Microsoft Brand Ambassador** **–** *John Lewis - Brent Cross*  Demonstrating Microsoft Surface products to different customers as well as training John Lewis staff in the features and benefits of Microsoft products.  Other responsibilities included producing daily reports, monitoring stock and sales activities as well as adhering to weekly individual and team targets.  On many occasions I was asked to represent Microsoft in other stores while making sure everything was being taken care of in my designated store.  As part of the Microsoft teak we regularly took part in classroom and online training which further increased my knowledge and expertise. |
| 2010 - 2015 | **Mobile/Laptop technician --** Bandar Band - Enfield  I was in charge of all repairs in Bandar Band. I attended to customer needs on a day to day basis. This included finding out about the issues they were having and repairing their products with the correct products/accessories.  I was also a trusted key holder and on many occasion I was fully in charge of the store and its day to day activities. |
| 2008 - 2010 | **Sales Assistant --**   Network Communication- Cardiff  As a sales assistant I was in charge of merchandising and customer enquiries.  Here I was able to adapt to understand different customer needs and how to deal with different accents.  Working in a technology store required every staff member to keep up to date with the latest technology trends to make sure we could offer the customer the best product and service. |
| 2001 - 2007 | **Co-Owner** -- Pardis Computer Store – Iran, Shiraz  It was here where I took on a new challenge with my brother and started a computer store.  Every day was a school day as this was a new adventure and we had little experience, soon we were gaining experience and becoming a successful store. |

Education and training

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| 2014 - 2015 | Microsoft Customer Service & Product Knowledge -- London |
| 2006-2007 | Practical Courses on Mobile Assembly and Repair – Shiraz Centre |
| 2004-2006 | Technical & Vocational Diploma in Accounting- Elm institute, Iran |
| 2002-2004 | Computer Science RTP institute for higher education |
| 1990-1994 | National College Diploma |

**Reference available upon request**