**Rukhsana Kosar**

**07910176219**

[**Rukhsanakosar-93@hotmail.com**](mailto:Rukhsanakosar-93@hotmail.com)

**Personal Profile**

A motivated, committed and passionate individual who has experience working in a customer service environment. A quick and keen learner who is always ready to make the most of any opportunities that may come her way. Having excellent customer service skills and the ability to communicate with people from all ages and backgrounds, Rukhsana would be an asset to any business. Rukhsana is looking to join a company where she will have a chance to demonstrate her retail and customer service skills and develop these further.

**Key Skills**

* Excellent customer service skills
* Experience of operating a till and taking payment by cash/card
* Stock control experience
* Proficient using Microsoft Word, Excel, Power point and Outlook
* Polite, courteous and professional at all times
* Team worker, always supporting colleagues to help the store run smoothly
* Effective communication skills both written and verbal
* Time management skills
* Organisational skills
* Good attendance and timekeeping

**Employment History**

**Pathway Group Customer Service Course Oct 2016-Dec16**

Duties included:

* Answering calls from customers, handling calls from customers and dealing with any queries
* Meeting and greeting customers
* Keeping the reception area clean and tidy
* Sorting and distributing post
* Administrative duties such as numerically and chronologically filing paperwork

**Pathway Group Receptionist Jun2016-Jul16**

Duties were as above

**Angel Accessories Retail Assistant Mar 2015-Dec15**

Duties included:

* Meeting and greeting customers that entered the store
* Displaying products in store in an attractive manner
* Stock replenishment
* Operating tills and taking cash and card payments
* Price tagging products
* Packing online sales products and producing invoices
* Dispatching online sales to customer
* Inventory/stock count of products in store and in the warehouse
* Assisting customers with their needs
* Cleaning the shop floor and maintaining a tidy store

**Croft Academy Childcare placement Sep 2013-Mar15**

Duties included:

* Meeting and greeting children and parents
* Assisting with the smooth transition from parent to staff on entering the nursery
* Preparing healthy snacks for the children
* Sorting story sacks for the children’s homework
* Supporting the children with learning numbers, colours and letters
* Reading stories to the children and listening to the children read
* Assisting the children with various activities
* Maintaining a safe, clean and tidy environment

**Education and Training**

**Babington Group May 2017-Aug17**

English Level 2

Maths Level 2

**Pathway Group Jun2016-Nov16**

Fire Escape course-pass

Traineeship in Customer service including Maths and English

**Rathbone Centre 2012-2015**

Functional Skills in English Level 1

Functional Skills in Maths Level 1

Functional Skills in ICT Level 1

City and Guilds Level 1 in Childcare

City and Guilds Level 2 in childcare

First Aid

**Alumwell Business and Enterprise College 2004-2009**

BTEC Level 2 certificate in Health and Social Care

GCSE English D

GCSE Maths D

**Hobbies and Interests**

In my spare time, I enjoy reading, going to the cinema and watching movies with friends and family. I love cooking and also like watching TV.