# Curriculum Vitae

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# Profile Summary

Being a keen learner, I am able to grasp concepts and learn new techniques quickly. I work well under pressure and have the ability to adapt to a new environment and situations within a short period of time. I believe I am a punctual, honest and reliable individual who is self-motivated with lots of enthusiasm and drive. My personality makes me approachable and an easy person to get along with. I enjoy working in a team and I am also capable of working on my own initiative. I am very good at building new relationships and adapt to new environments very easily. I enjoy challenges and I thrive on keeping myself occupied.

# Key Skills and Attributes

* Good communication skills – I enjoy interacting with different people, my previous job experiences have taught me to listen, empathise and encourage people and treat them equally in communication whilst keeping a positive attitude
* Competent in ICT skills – I am able to work well with Microsoft Office programs and I am familiar with latest technologies such as smartphones, Apple devices and tablets
* Bilingual – I speak fluent English and Bengali, I also have some understanding of Urdu which allows me to relate to a number of cultures and ethnicities
* Time-efficient – I excel in working at a fast pace and completing my work to a high-quality standard, as I have a lot of practice in this in my current and previous job roles

# Professional Experience

**Work place: Civil Service (Brook sreet)**

**Job Title: Admin officer**

**Date: January 2018 – OCT 2019**

* Emailing case workers
* Examining and dealing with cases
* Data input
* Writing reports
* Providing information to deal with enquiries
* Dealing with complaints
* Contacting customers to follow up enquiries
* Updating records
* Researching information

**Current work: Highways England (Brook sreet)**

**Job Title: Admin officer**

**Date: September 2018 – Nov 2018**

* Processing new claims notifications
* Collecting client information and ensuring validity
* Contacting third parties
* Monitioring the progress of claims
* Investigating payment claims
* Providing clients with excellent service
* Settling claims without disputs

**Work place: Civil Service (Brook sreet)**

**Job Title: Admin officer**

**Date: September 2016 – July 2018**

* Emailing case workers
* Examining and dealing with cases
* Data input
* Writing reports
* Providing information to deal with enquiries
* Dealing with complaints
* Contacting customers to follow up enquiries
* Updating records
* Researching information

**Work place: HSBC Bereavement Support Centre**

**Job title: Administrator**

**Date: February 2015 – May 2016**

* Sending date of death balance letters to customer’s next of kin
* Tax certifications and statements of the deceased
* Completing tasks to a good standard on a time limit
* Using standard business software and applications for my work
* Filing and updating records
* Working under pressure and to strict deadlines
* Working independently and as part of a team

**Work Place: Sheffield City Council (Work Experience)**

**Job Title: Administrator**

**Date: September 2014 - November 2014**

In 2014 I completed a traineeship with Sheffield City Council to improve on my employability skills and personal development. Thereafter I did work experiences within different offices as a Business Support Administrator. This has made me more confident in a working environment. These are some of the skills and attributes that I achieved during this course:

* Computer skills
* Excellent listening skills
* Able to follow strict instructions
* Ability to work within deadlines
* Basic administration duties
* Faxing and filing
* Inputting data into Microsoft Excel and different computer systems
* Sending out letters to customers
* Greeting customers and dealing with customers face-to-face
* Dealing with customer queries over the phone

**Work place: A&A tax accountant**

**Job title: Administrator**

**Date: September 2012 – August 2014 (Part Time)**

* General administration duties and data entry
* Sending out letters to clients
* Photocopying
* Filing
* Maintaining highly confidential data on Microsoft Excel
* Enhancing my communication and administrative skills as I was involved with the face-to-face consultations and telephone interactions with external clients

**Work Place: Lloyds Pharmacy**

**Job title: Pharmacy Assistant**

**November 2013 - November 2013**

* Cross checking the pharmaceuticals and prescriptions before they went to the pharmacist.
* Work needed to be completed quickly and I had to stay focused, mistakes could not be made.
* Identifying and looking for the different types of medications.
* Sorting out the medicines and how much each individual would need in each pack.
* Listening to customers’ ailments and problems and using appropriate body language and eye contact to make them feel comfortable.

**Education and Qualifications**

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| --- | --- | --- | --- |
| Place of Education | Qualification | Result | |
| **2014 Red Tape Central** | Sheffield Council Housing Service Traineeship Programme | Traineeship | |
| **2012-2014 King Ecgbert School** | BTEC National Level 3 Applied Science | Distinction x3 | |
| **2007- 2012 King Ecgbert School** | GCSE | BTEC Health and Social Care | Distinction\* |
| OCR National ICT | Merit |
| BTEC Science | Merit |
| Textiles | C |
| English Language | D |
| English Literature | D |
| Maths | D |

# References

Available on Request