**Afsanah Mahmood**

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**CAREER OBJECTIVE**

Having successfully completed my degree in Business Studies with Human Resources Management and achieving a high 2:1 grade my career objective is to attain a position within a highly regarded organisation that utilises my organisational, management and customer service skills while enabling me to learn about a business from the ground up.

**PROFILE**

I am regarded as a highly enthusiastic, ambitious and self-motivated individual with excellent inter-personal skills. I am competent under pressure, emphasising the ability to take a flexible and adaptable approach in order to achieve primary objectives, for example I applied these skills while working at Westgate Telecom. Throughout my experiences I have retained great communication skills, team leader qualities working with different people such as customers and colleagues. I also gained the ability to organise, motivate and delegate responsibilities while I was a Sales Manager. I am keen and a hard working individual who takes pride in everything undertaken and always produces work to very high standards. I have multilingual skills in English, Urdu and Punjabi. I also hold a full, clean driving licence.

**EDUCATION**

**CompTia A+ Network & Security Qualification – Present**

**2008–2011 University of Salford –B.Sc. Hons. Business Studies & HRM.Grade- Upper 2:1**

**Modules:**

Business Foundations Corporate Strategy

Business Management Employment Law

Quants Methods & IT Employee Development

Introduction Purchasing & Supply Management Simulation

Principles of Marketing Employee Relations

Work based project 1 Foundations of Personnel Management

Economic Aspects Human Resource Management

The Marketing Communications Total Quality Management & Human Resource

Legal Aspect of Business Management

Business to Business Marketing

Business Analysis

Business Dynamics

Consumer Behaviour

Marketing Planning & Control

Work-based project 2

Marketing Research

**2006 -2008** **Calderdale College -** BTEC National Diploma in Business Studies

**1997 – 2002** **Halifax High School** - **G.C.S.E's:** English, Maths, Science, Urdu, Religious studies, Textiles, Business studies. **GNVQ:** ICT

**WORK HISTORY**

**Regulatory Finance Solutions- June 2017 - Present**

**Senior PPI Case Handler**

My role as a case handler involves reviewing, investigating, decision making and the processing stage of a large number of customer complaints against Payment Protection Insurance (PPI). My duties also include liaising with customers and third parties on the telephone and carrying out end to end PPI complaint investigations into Loans and performing complex redress calculations, writing bespoke letters, achieving targets in relation to productivity and maintaining quality at all times and working within a team environment. Other duties also include but not limited to, are making decisions using banking guidelines to ensure customers are treated fairly, and attention to detail and accuracy to proceed with the investigation of the complaint.

**Data Gatherer Analyst – Pensions- June 2017 – December 2017**

My role as a Data Gatherer Pensions Analyst involved working within the pensions team to file build, data gather and collect information from multiple sources, including both IT systems and paper based files preparing the file for pensions redress analysts as the next stage, using high level of attention to detail and accuracy whilst ensuring productivity targets are met. Other duties included switching over the remaining paper-based filing system of pension records to an electronic system by preparing and scanning all existing paper pension files and to organise the scanned electronic records. I also sorted through the archived pension records with a view to scanning all the records that needed to be kept, and shred paper files once they have been scanned.

**Reed - March 2017 – June 2017**

**IT 1st Line Support Analyst**

My role as an IT Analyst is to provide first line support to business end users, Record, report and log issues effectively in accordance to help desk regulations, assist with technical support as required, including set up of PC terminals, laptops, mobiles, networking, troubleshooting and issuing resolution. Other duties include Desktop Support for hardware and software including laptop and server support. Technical support for Windows 7, Windows 10, Active Directory and Citrix. Providing support for logon scripts, access rights, passwords, backups and security. Resolving issues at first call where possible or remotely (with permission) and setting up and installing desktop and laptop systems and printers.

**Call Credit Ltd - July 2016 – December 2016**

**Sales Consolidation Executive**

My role as a Sales Consolidation executive is to provide a smooth, high-quality contract and setup process management. As well as carrying out due diligence and compliance checks I liaise primarily with internal teams, I ensure accurate input of information into internal systems to feed the legal, billing and client product setup processes.

**National Bank of Australia Group October 2015 – February 2016**

**PPI Case Handler progressed to Quality Assurance Team**

Started and trained as case handler I was liaising with customers and third parties on the telephone and carrying out end to end PPI complaint investigations into mortgages, loans and credit cards, performing complex redress calculations, writing bespoke letters and achieving targets in relation to productivity. I then quickly progressed onto the Quality Assurance Team, where my duties included the assessment of the quality of the work under taken by PPI Case handlers, reviewing decisions undertaken by PPI case handlers to ensure fair outcomes have been achieved for customers. Coaching and supporting PPI case handlers to achieve quality standards required. Quality checking files to ensure compliance standards are met within a target driven environment. Acting as reference point for questions or issues arising from case handlers, providing support to individuals to achieve targets, recording information on cases quality assured as required. Contribution to and the production of appropriate management information and reporting. Identifying trends from management information and implementation of solutions to maintain quality standards.

**The Lloyds Banking Group May 2012 - July 2015 (3+ years experience)**

**PPI Quality Checker**

My duties in a nutshell involved focusing on uncovering various issues as well as ensuring that the process is improved accordingly. I am involved with delivering assurance on PPI complaints, driving continuous improvement of standards set for assurance and providing confidence that the department is delivering fair customer outcomes. I carry out the second line audit role where I quality check cases already checked by the QA team on the complaints floor. I also complete performance monitoring and testing of the completed cases and using these outcomes to continuously improve the Quality Assurance Framework.

**Royal Bank of Scotland Group (Manpower UK Limited) September-December 2011**

**Global Transactions Services Operations**

My role at Royal Bank of Scotland is within the Private banking department providing strong back office admin/ data entry support to the operations of processing global transactions. I work within a dedicated team; my duties include ensuring accuracy and attention to detail, filing and retrieving information and documents while working under pressure towards deadlines each day to satisfy the needs of the Groups Business customers.

**Electrico (Part-Time) January 2006 – September 2011**

**Sales & Customer Service Representative**

My role here was working in the marketing department, developing the company products on the web. The website was used to gain public interest and promoting the company’s latest brand releases. My work duties were varied, and involved talking to customers over the phone advising them as to the suitability of products as well as answering any general queries.

**Westgate Telecom (Full-Time) January 2002 – January 2006**

**Customer Services and Sales Manager**

Duties: providing assistance to customers in relations to the location of products;

explaining different features of products to customers. Providing excellent

customer service as well as dealing with complaints and queries, sales, stock

replenishing. I also handled all internal and external sales department communication, provided all aspects of administrative support including word processing, filing, and telephone support and can also use the Microsoft Software (word, excel, power point etc.

**Swinton colonnade (Part-Time) June 2006 – February 2007**

**Telephone PPI advisor**

Duties: offering customers an excellent standard of customer service, ensuring customer and business needs are met. Providing friendly, informative and expert advice from a wide range of private car insurers and achieving agreed sales targets through inbound calls ensuring systems and procedures are adhered to.

**University of Lancashire Drugs awareness representative April 2004 – December 2004**

I have taken part in a 9-month project through the University of Lancashire, based around Drugs Awareness. My role was as a Drugs researcher; I had to identify Substance use and Misuse, from South Asian females within West Central Halifax. I have gained a qualification from this project, which will be very valuable for my future studies. And I gained satisfaction from giving something back to the community.

**Key Competencies & Skills**

* **Organisational and Interpersonal skills -** I applied my organisational skills while working within a group at university, where I organised group meetings. I am also a good listener and can communicate really well with different types of people.

* **Communication & customer service skills -** Over the years I have developed my communication skills and customer service skills while working at various places, e.g. as a Sales Manager, Sales Representative, Insurance Advisor and also at university where I have communicated with my lecturers and groups members.
* **Presentation & Planning skills –** I have gained these skills at college and have improved and developed the skills at university by planning and presenting my work in front of my lecturers and group members.
* **Self Motivation and Team worker –** I have gained the ability to motivate myself and others around me e.g. I worked well with other members of my group and had all work tasks completed on time.
* **Reliable and Trustworthy –** Through my work experiences I have become mature, reliable and have a responsible attitude towards work
* **Multilingual skills in Urdu, Punjabi, English –** I can read, write and speak fluently in English and Urdu as I have a GCSE in English and Urdu. I can also speak fluently in Punjabi as this is my mother tongue.
* **I hold a full, clean driving licence**

**REFERENCES**  Available upon request