

Farhah Din

91 Berwyn Way, Nuneaton, Warwickshire | <https://www.linkedin.com/in/farhah-din-7b2b53112/>
| 07305651276 | farhadin97@hotmail.com

PERSONAL PROFILE

An articulate and dedicated recent award-winning graduate from the University of Derby in Information Technology Management for Business (ITMB). With having a proven record of demonstrating outstanding customer service skills by putting the customer needs first. I have excellent written and oral communication skills. I am a quick learner and am constantly expanding my knowledge in technology by learning and keeping up with the latest advances in technology. I have proven to be able to work well both individually and, in a team, demonstrating an outgoing and optimistic attitude to encourage a positive work environment. Under pressure I have demonstrated the ability to solve complex problems in a calm manner and works well under pressure. Am looking for a role in project management which will further develop my planning skills and support my aspiration for a role within project management.

EDUCATION

University of Derby <i>BSc (Hons) Information Technology Management for Business Degree (ITMB) – 2:1</i> <i>Level 2- Maths- Pass</i>	Derby, United Kingdom <i>July 2021</i>
North Warwickshire and South Leicestershire College <i>BTEC Extended Diploma level 3 in Computing (Triple Distinction*)</i>	Nuneaton, United Kingdom <i>2013 – 2015</i>
Etone College <i>GCSE - Accomplished 7 GCSE'S ranging from B-C including English Language</i>	Nuneaton, United Kingdom <i>2008-2013</i>

WORK EXPERIENCE

Platform Housing Ltd <i>Temporary Facilities Assistant</i>	Birmingham, United Kingdom <i>November 2021- Current</i>
<ul style="list-style-type: none">• Ensuring health and safety checks are done around the building• Conducting a weekly fire alarm check's• Ensuring all incoming posts and internal paperwork is distributed amongst the right department and outgoing post is franked and ready for collection• Processing cheques through office services• Ensuring all office space is tidy• Undertaking filing, typing, photocopying, scanning and laminating when required• Liaising with all colleagues including senior manager and directors face to face, over the phone and through teams• Receiving calls and taking the appropriate action when required• Prepare and booking meeting rooms when required• Raising requisitions and goods receipting on the iPos ordering system• Managing and ordering inventory for all office equipment using Lyreco• Ensuring all information is confidential• Managing office contracts and arranging repairs	
Enterprise Rent-A-Car (University of Derby) <i>Campus Brand Ambassador/Admin Assistant</i>	Derby, United Kingdom <i>September 2020 - July 2021</i>
<ul style="list-style-type: none">• Diary Management – scheduling interviews over MS Teams with students to assist with their application process making sure to allow for pre-meeting preparation, lunch breaks and being aware of other commitments.• Made use of good communication skills, answering inbound phone calls, proactively making phone calls externally, responding in a professional and timely manner to emails• Made use of Excel pivot tables to draft reports as requested• Dealt with a wide range of students from diverse backgrounds treating everyone equally and fairly• Paid attention to detail to proofread applications and solve any problems that may arise• Organised a successful recruitment campaign at the University of Derby which led to 23% more applications than the previous year• Dealt with highly sensitive personal and confidential information• Acted as a communication relay – passing on relevant information to internal stakeholders at Enterprise making sure that all necessary information is provided and that it is accurate• Kept up to date records on the electronic filing system• Monitored the admin services email inbox	

Vodafone*Customer Service Assistant/Sales Assistant***United Kingdom***May 2018 – August 2018*

- As a great problem solver, I assisted customers with general mobile and network queries ensuring that they left the store satisfied
- Train new members of staff, helping them learn the systems and procedures
- Made use of great listening skills to understand what the customers want. This led to a 15% increase in sales over June and July
- Managed to fulfil KPI's within three weeks of starting then consistently hit the KPI's until I left the position

Clinton Cards*Sales Assistant- Christmas Temporary position***United Kingdom***December 2016 – February 2017***VOLUNTEER EXPERIENCE****Workers Education Association****Warwickshire, United Kingdom***Administrative Assistant*

- Kept the filing system organised
- Printed and scanned documents
- Used the database system to accurately input and obtain student information
- Completed administrative tasks and supporting the teachers with completing and creating resources for students.

Sanofi – Shadowed a project manager**SKILLS & ACHIEVEMENTS**

- Verbal & written communication, customer service, conflict resolution, attention to detail, organised, diary management, problem-solving, great at multitasking and setting priorities, time management and adaptable.
- IT Skills: Knowledge in computer software's: Excel, Access, Word, and PowerPoint, Databases, Coding knowledge, Comfortable with all internet browsers, Outlook, Spreadsheets
- Professional, friendly, independent, and taking responsibility
- **Achieved the dean's award in 2019/2021 academic year**
- **Course Representative at University of Derby**

REFERENCE**Academic Reference**

Full name: Amir Modjtahedi
Job Title: Programme Leader
Relationship to you: Personal tutor
Organisation: University of Derby
Telephone Number: 01332592792
Email: a. Modjtahedi@derby.ac.uk

Professional Reference

Full Name: Sandra Williams
Job Title: Facilities and offices services supervisor
Relationship to you: Previous Manager
Organisation: Platform Housing Limited
Telephone Number: 07917363750
Email: **ENTER HER EMAIL HERE**

ADDITIONAL INFORMATION

- Willing to complete any training or professional qualifications
- Valid Driving licence
- Willing to commute
- Flexible in working hours