

**Idil Osman**  
**Birmingham**  
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## **PROFILE**

A dedicated and hardworking individual with strong interpersonal skills and a professional approach to work. I gain great satisfaction from providing full support within a team, as well as having own initiative to complete tasks. I thrive under circumstances that are going to push me beyond my capabilities and provide me with new challenges daily. Through extensive clients contact developed excellent interpersonal skills encouraging good listening skills, assessing, and dealing comfortably with people at all levels. I have developed necessary attributes such as working to strict deadlines, effective communication, excellent problem solving, analytical skills, as well as time management and working within a team.

## **EDUCATION**

<b>University of Birmingham</b> <ul style="list-style-type: none"><li>Scholarship in Computer Science and Coding Boot Camp</li></ul>	2022 - Present
<b>University of Wolverhampton</b> <ul style="list-style-type: none"><li>Bsc (hons) Health Studies</li></ul>	2017 - 2020
<b>South and City college</b> <ul style="list-style-type: none"><li>Access to Health</li></ul>	2016 - 2017
<b>South and City (pre -16)</b> <ul style="list-style-type: none"><li>10 A-C Standard GCSE's.</li></ul>	2012 - 2013

## **EMPLOYMENT**

### **Mitie**

Schedular	March 2022 – Present
<ul style="list-style-type: none"><li>Arrange third party attendance where required, raising appropriate Purchase Orders and Work. Requests and obtaining required completion information.</li><li>Ensure all jobs are completed within the required response times and costs.</li><li>Deal with communications in a professional and prompt manner.</li><li>Escalate issues with specific jobs, clients or engineers promptly.</li><li>Ensure full audit trails are maintained and evidenced where required.</li><li>Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery, or risk to health and safety, or the environment.</li></ul>	

## **Walsall Housing Group**

Customer service advisor

April 2021 – March 2022

- Managed customer accounts
- Receiving inbound calls and possibly making outbound calls regarding general customer enquiries
- Dealing with customer complaints
- Build rapport with new and existing customers
- Demonstrating a keen attention to detail
- Working effectively as part of team

## **Sitel**

Outbound Customer service advisor

November 2020 - April 2021

- Dealing with both inbound and outbound calls regarding general customer enquiries
- Dealing with complex issues and vulnerable people.
- Build rapport with new and existing customers
- Demonstrating a keen attention to detail
- Working effectively as part of team

## **Careview Services**

Support Worker

February 2020 – April 2021

- Offer enhanced care with a flexible learning approach for all our patients
- Work in the hospital area, providing guidance and encouragement to patients through physical and emotional support
- Assist patients with their medical and welfare needs and report as required
- Safeguard patients
- Learn about individuals' specific needs and provide help in the most appropriate way.
- Plan and engage in activities with service users
- De-escalate challenge behaviour and build a good therapeutic rapport with service users
- Training on mental health and learning disabilities

## **SYFI**

Outreach officer:

2017 – 2020

- Working with multiple organisations as well as local authorities to provide outreach programs for the community.
- Lobbying for funding to support outreach programmes.
- Responsible for collaborations with other non-government organisations to create successful partnership.

## **Unity Education**

Private Tutor:

2014 - 2015

- Dealing with children from key stage 2 to key stage 3 and assisting them with improving their English skills.
- Engaged in effective lesson planning and constructed group sessions as well as one to one sessions with individuals,
- Helping them improve their schoolwork as well as setting tasks for them.

## **VOLUNTARY**

### **NUF**

Community Officer:

2009 - 2010

- Liaising between members and service providers on a day-to-day basis. Working with people from different socioeconomic and cultural backgrounds.
- Organised workshops and advocacy training
- Advocate against FGM and worked with communities affected by FGM
- Delivered training sessions in community centres and universities for Nursing students
- Spreading awareness against FGM and also offering support to those affected.

## **REFERENCE**

Available upon request.