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| Hamza Qayyum  **Contact Information**  Email · [hamzaqayyum2@outlook.com](mailto:hamzaqayyum2@outlook.com)  Mobile · 07966520224  LinkedIn · <http://www.linkedin.com/in/hamza-qayyum-89a329223>  · |
| **Profile**  Highly motivated and results-driven professional with a strong foundation in management. Leveraging experience as a graduate management trainee, over one and a half years’ experience in client support and 1-year experience as an operation assistant. I possess a diverse skill set in problem-solving, coordination and client relationship management. Proven ability to collaborate across multifunctional teams and effectively communicate project objectives. Detail-orientated with a keen eye for analysing data and identifying opportunities for improvements. Eager to apply my multifaceted background and passion for project management to drive successful outcomes and contribute to organizational growth. |

# Experience

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| January 2023 - CurrentGraduate management trainee, enterprise Drove performance in a dynamic environment and collaborated with managers to understand best practices. Optimized vehicle stock, maintained accurate records, and ensured compliance. Supported branch operations, including client support and financial reporting whilst developing leadership, teamwork, and problem-solving skills.  **Key Accomplishments**   * Supported an ongoing project and implemented effective strategies to substantially grow the rental fleet from 180 to over 220 cars. * Significantly contributed to revenue growth of £300,000 by fostering great relationships with corporate and retail clients. * Led a project to increase client satisfaction and achieved an all-time high branch ESQI Score of 94% for customer satisfaction.  May 2021 – January 2023Client support specialist, HGs Provided clear and accurate information to patients while maintaining a professional and empathetic demeanor. Effectively addressed patients' needs, remained calm during complex inquiries, and ensured every call ended with the caller satisfied.  **Key Accomplishments**   * Delivered the government’s covid response package at the height of the Coronavirus pandemic. * Adapted quickly to changing regulations and guidelines, remaining up to date with the latest information to deliver accurate guidance. * Received positive feedback from callers for providing efficient and compassionate service.  July 2018 – July 2019Operations Assistant, Argos Efficiently managed daily warehouse operations, order fulfilment, picking, packing, and stock control. Collaborated with cross-functional teams and implemented process improvements.  **Key Accomplishments**   * Played a vital role in streamlining warehouse operations through exceptional problem-solving skills. * Led a project that Implemented inventory and picking management strategies that greatly increased productivity. * Contributed to the successful day-to-day operations of logistical management, ensuring all available resources were used efficiently.  Education  |  | | --- | | September 2019 – July 2022BA Accounting and Finance, Manchester metropolitan university Grade: Second Class Honors (57%)  Final year subjects   * Corporate reporting * Business acquisitions and transnational auditing * Financial planning for individuals * Corporate finance and tax | | Septemeber 2016 – june 2019Business studies, Hopwood hall college Grade: Triple distinction star (D\*D\*D\*) |  Skills  |  |  | | --- | --- | | * Analytical – Complex analytical skills acquired from my education. Solving complex problems with clear solutions for university assignments. * Problem-solving – Critical problem-solving developed through my service at the NHS handling client inquiries. * Leadership – leadership skills utilized and improved during university as I led numerous group projects, ensuring everyone was heard and all members of the team worked to their strengths and improved on their weaknesses. * Bilingual – English, Urdu, Punjabi. | * Researching and information gathering * – developed a deep understanding of the * importance of researching and planning * during university. * Customer service – Outstanding customer * service skills established in my current role as   a Graduate Management Trainee.   * Excel – professionally competent in using pivot.   tables and power query editor. | |

**Activities**

I enjoy regularly partaking in team sports such as playing 5/7 a side football and going hiking with friends on weekends. I also have a passion for reading non-fiction books that allow me to better understand the world and increase my cultural awareness. I am also fond of travelling nationally and internationally and meeting new people with different backgrounds and enjoying different cultures.