

Lalita Kapadia

Location: RUGBY, Warwickshire, UK

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Objective

- To work in an organisation, making best use of my ability, skills and time
- Help me to develop my professional and personal skills to progress in my career.

Skill Sets

Soft: Very quick learner, excellent ability to comprehend the tasks easily, adhere to standards and follow procedures to completion. Very patient and polite, good at conversation.

Certification: Enrolled into **University of Birmingham Coding Bootcamp** (Sept 2023 to March 2024). It is a fast track full stack web development course. It provides 9 hours of online evening classes, the assignment and project work would take approximately 25 hours weekly.

Technical: Bootcamp (HTML5, CSS3) **Udemy** (Microsoft Excel, Database SQL)

Experience

- Customer Service Assistant, at Sainsbury's Local, 16th Sept 2017 - till date
 - Working as a part of team, provide professional customer service following Sainsbury's standards & protocol
 - Understand the store layout, learn about products, Work on till, handle cash, and serve customers. Work on the shop floor, dress up existing stock, fill in new stock.
 - Listen to customers, provide impartial advice on products and services.
 - Serve customers with TU Clothing click and collect
 - Promptly prepare Deliveroo orders within very short time frame
 - Do the reductions efficiently to boost sale and reduce wastage
 - Organisation community projects such as plant trees, raise money via charity events
 - Permanent working 14 hours a week (school hours)
 - Overtime during school hours. During the pandemic almost worked 4 to 6 days a week to support the store due to colleagues' absence.

Academic Profile

- YEAR 12, 64.17%, APRIL/MAY 2001, GUJARAT HIGHER SECONDARY EDUCATION BOARD, GANDHINAGAR, INDIA
- YEAR 10, 73.71%, MARCH 1999, GUJARAT SECONDARY EDUCATION BOARD, GANDHINAGAR, INDIA
- Passed 4 of the 16 modules (Business Environment I & II, English I & II), Year 2007-2008, ICAI UNIVERSITY, INDIA.

Additional Information

- British Citizenship as Right to work in UK, living in UK since 4th April 2011
- Language: English, Hindi, Gujarati, and Makaton sign language
- Married, two children and looking after family
- Swimming, Biking, Yoga and Cooking are favourite hobbies