

Leenah Iqbal

Contact

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Profile

A proactive software developer currently enrolled in IT Level 4 Master course from Code Nation. Recently I received TLM Level 2 Accredited Certificate in IT user skills in open systems and enterprise and currently continuing my Level 4 master course. I am now looking to use the skills that I learnt during the course and find a role that will allow me to continue to develop my skillset in full-stack development.

Current Experience

During the **Level 2 develop course**., I learnt about **Html ,Css, Css Flex Box** and basic **Python**.I built **6 page responsive website** and **text based Python game**. In my active **Level 4 Master Course**, I'm learning more in depth about **Html/Html5, Css/Css3, JavaScript, React, Node JS, Sql** and **mongo DB**.

<https://github.com/leenahiq>

Key Skills

Adaptability

Working in Post Office was my first ever job. I was quickly acclimate to new environment and opened myself to new process.

Fast learner

I finished my Post Office 1 month training in two weeks, after three months, I was able to do solo shifts and performs all duties mainly handling cash and security without any supervision,After 6 months I was promoted to assistant manager.

Communication skills

During my previous job ,I learned good communication skills by dealing with different customers issue, managing my team ,during training new employee overall presenting myself out to staff and customer.

Customer service

During my job I provided efficient service to my customers. I received many compliments from customers for responding to their inquiries timely, understanding their complaints and providing effective and productive solutions.

Problem solving

During this role I demonstrated a customer mindset by striving to provide the best service possible and ensuring that customers were helped in a timely manner. I helped to introduce a system that allowed customers to be fast-tracked if they had a query about their parcels and post this helped to reduce wait time and ensured that each person was attended to by the correct member of staff.

Multitasking

In busy shift I'd juggled myself between managing cash, post, public sector and retail side while managing my staff as well.

Experience

Cashier/Assistant Manager , Post Office , Crescent Road Bolton
(June 2020 - August 2021)

Achievements and responsibilities:

As Assistant Manager

- Customer Services in public sector (Bills, Lottery , General queries ,Complains ,Return and Exchange)
- Public services in Post Office Department (Dealing with post ,sending all different type of post from local branch to main Post Office branch ,General queries ,Complains ,Return and Exchange)
- Opening and Closing Post Office
- Training new employees
- Team management
- Bringing new ideas about increasing sales
- Helped provide a safer workplace by cataloguing and dispatching health and safety information and posters for the whole company
- Diary management, typing correspondence and documents, creating presentations and creating meeting minutes
- Complete In charge in the absence of Manager

As Cashier

- Cash deposit
- Cash withdrawals
- Opening and closing daily balance
- Weekly balance
- Monthly balance
- Complete record of all transactions
- Daily transferring Cash from local branch to main Post Office branch

Retail side

- Complete understanding customers demands
- Keeping up with stock flow
- Customer services
- Pricing
- Regular checking expires dates and product quality

Education

Code Nation Manchester

(Feb 2022 – continue)

Level 4 develop course

- Javascript
- Html/Html5
- Css/Css3
- Node JS
- React
- Mongo DB
- Sql

Code Nation Manchester

(Jan 2022 – Feb 2022)

Level 2 develop course

- Python
- Html
- Css

Bolton college Bolton Manchester

(Sep 2020 – Aug 2021)

GCSE

- English Entry level 3
- Mathematics – C/4

Government Women college Pakistan

(Jan 2007 – Jan 2009)

Faculty in science

- General Studies – B
- Physics – D
- Chemistry – D
- Mathematics – C
- English – C

GGHSSK School Pakistan

(Sep 2004 – July2007)

Matriculation In science

- General Studies – B
- Physics – B
- Chemistry – B
- Biology –C
- Mathematics – A
- English – A

Hobbies & Interests

Web design
Social media
Photography

Music
Movies
Travelling

References

Keira Jarvis
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At code nation
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At post office bolton Contact 00447855408932