

# Mowlana Sharif

Customer Service Consultant

ADDRESS

Manchester

EMAIL

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## 01 PROFILE

A highly motivated and customer-focused individual with a strong passion for enhancing customer experience. With a solid academic background and multilingual skills, I am eager to leverage my talents in communication, problem-solving, and digital proficiency to contribute effectively as a Money Confidence Expert at TSB.

## 02 EMPLOYMENT HISTORY

Jan 2022 — Present

Manchester

### Software Engineer at Self Employed

- **Project Management:** Managed multiple projects simultaneously, demonstrating strong organizational skills and the ability to prioritize tasks effectively, ensuring all projects were completed on time and within budget.
- **Client-Focused Solutions:** Successfully delivered customised software solutions for diverse clients, meeting unique requirements and deadlines, often accommodating last-minute changes and urgent requests.
- **Quality Assurance:** Conducted thorough testing and debugging to ensure high-quality and reliable software performance, consistently receiving positive feedback and high ratings from clients for attention to detail and dedication to excellence.

Jan 2014 — Jun 2018

Hybrid

### Chartered Banker Institute – Smart Futures Programme

- **Paid Work Experience:** Gained hands-on experience in a professional setting with a top employer, developing practical insights into the working world and understanding the dynamics of various industries and organisations.
- **Mentorship and Guidance:** Benefited from one-on-one mentoring throughout the programme, receiving personalised advice and support on navigating the transition from education to professional life or university.

## 03 EDUCATION

Sep 2023 — Present

Manchester

### Loreto College

A Levels

*Predicted Grades (2023 – 2025)*

- Physics – A\*
- Maths – A\*
- Chemistry – A\*
- Further Maths – A\*

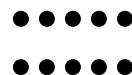
## 04 SKILLS

• EPQ – A\*

Microsoft Office  
Fast Learner



Critical Thinking

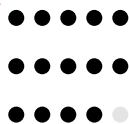


Ability to Work Under Pressure

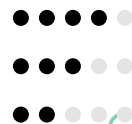


## 05 LANGUAGES

English  
Somali  
German



Greek  
Dutch  
Japanese



## Achievements

**Mathematics Ambassador:** Selected as an ambassador for Maths in sixth form, leading initiatives to promote interest in mathematics among peers and organising tutoring sessions to support fellow students.

**Chemistry Olympiad Winner:** Achieved the top score in the national Chemistry Olympiad, earning a place in a prestigious camp for top students in the country, demonstrating exceptional analytical and problem-solving skills.

## 07 REFERENCES

References available upon request