

# RUCHIKA

[Professional Title: Front-desk Operator | Mail Sorter | Customer Service Specialist

📞 +44 7798623754 | ✉️ ruchika48951@gmail.com | 📍 Hayes, UK

## Professional Summary

Detail-oriented and organized postgraduate student in Computer Science with strong skills in documentation and office administration. Experienced in handling paperwork, maintaining records. Reliable, quick learner, and able to manage information accurately while meeting deadlines.

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## Key Skills

- Fluent English communication & interpersonal skills
  - Customer service & front-desk operations
  - Administrative support & data handling
  - Time management & multitasking
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## Education

### **Bachelor of Computer Applications (BCA)**

Guru Nanak Dev University, 2021-2024

### **Master's in Computer Science (MSc)**

University of Bedfordshire, Luton Campus, UK | 2025 – Present

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## Personal Experience

### **Mail Sorter (Seasonal Contract)**

**Royal Mail Group – via Angard Staffing Solutions**

**November 2025 – December 2025**

- Sorted and organized large volumes of incoming and outgoing mail with high accuracy
- Checked addresses, postcodes, and labels to ensure correct routing and delivery
- Maintained basic paperwork and scanning records for processed mail

### **A1 Lahori Zaiqa (130 Dunstable Road, Luton LU1 1EW)**

**July to November**

- Worked effectively as part of a team in a fast-paced environment.
  - Also Attended meetings in regards to Hygiene with Press in order to handle all the paperwork in relation to temperature acquiring & daily meets..
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## Certifications & Training

- Professional Makeup Certification – [Orane International The School of Beauty & Wellness]
- Customer Service & Hospitality – UK