**Tahj Anthony Hinds**

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**Personal Profile**

I am a highly motivated and conscientious professional with an outgoing and friendly personality. I enjoy new challenges and always strive to see them through to completion. I pride myself on working hard and paying close attention to detail to ensure high standards are met. I have experience of working with customers on one-one basis as well as within a team. I possess a ‘can do ‘attitude with the ability to multi-task and work under pressure. I have excellent communication and interpersonal skills which enables me to engage with staff and colleagues effectively. I have strong IT Skills including Microsoft Office Word, Excel and PowerPoint. I am always opened to learning new skills and I commit myself to taking on all training provided to me.

**Key Skills**

* Excellent communication skills (both written and verbal)
* A friendly and sociable approach
* Work well under pressure
* Excellent time keeping
* Strong customer service skills
* Computer literate (Microsoft, Apple and Android systems)
* Bi-lingual: English (Native) and Spanish (B1-B2)

**Employment History**

**January 2021 – Present**

**Private English Teacher (Private and Agency English Classes)**

* I currently teach two classes a day in the week in the afternoons
* My lessons covered are of the duration on average 2 hours per lesson
* I am currently teaching children from the ages 2 – 19
* In the mornings I plan my day so I’m set teach the appropriate level for my afternoon classes

**September 2019 – January 2021 Selectra Madrid**

**Sales Agent (Telecom, Energy Sales)**

* Receive and making calls from the UK public
* Successfully handling with calls issues while making and closing a sale (Gas and electric tariffs, Broadband, TV, Phone and Home-care cover.
* Maintaining compliance of every sale
* Organizing my time effectively
* Taking track of level of calls coming in and manning conversation levels from calls to sale
* Strong knowledge of using data and telecommunications tools such as ECOS and ZOHO plus external online tools to help aid a sale
* Maintain good communicating levels with managers and staff
* Tacking down information, with attention to detail
* Maintaining customer relation and rapport for future business growth
* Managing the Saturday sales team two to three times a month over a period of 3 months

**May 2019 – July 2019**

**TEFL Madrid Academy (The Madrid Course 2019)**

* I have taught six lessons.
* Lessons covered the duration are 1 hour 45 minutes to 2 hours
* I have taught student from levers A1 – C1
* I have also sat and assisted TOFEL and SAT classes

**August 2018 – April 2018 Alpha Gamma Solutions**

**Fund Raiser (Advertising & Marketing)**

* Morning meetings with my team to organise ourselves to plan our route for the day
* We would have daily group meetings before going door to door (The field) to motivate the pack
* Track and take notes of sales
* Keep notes of house/ flats that we needed to cover or go to push a sale (like call backs)
* Time keeping was a huge factor on a daily basis
* Door to door sales for customer acquisition

**Feb 2016 – August 2018 Haringey Council**

**Sheared Services (Service Assistant)**

* Working amongst a team of ten handling four main roles within our department.
* Contacting and assisting clients regarding their benefit or council tax situations.
* Handling and sorting Royal Mail, Recorded and internal post along with customer service documents.
* Computer indexing, customer service scanned documents.
* Registering individual’s client claims using Northgate (iWorld) and Camino systems.
* Cancelling claimant’s old claims using Northgate (iWorld) systems.
* Use of VeriScanner for incoming passports and ID’s.

**Oct 2015 – 2016 Abra Warehouse**

**IT Assistant**

* Daily calculating and updating our products prices to be update onto our system (Swards), for our product sales and promotions
* Stacking and recording stock goods, handling and presenting goods on display, pricing goods, showing good work initiative
* Assisting head IT technician with, graphic layouts for product advertising, pricing goods, mailing our clients

**Mar 2015 – Sept 2015 Enfield Town Department for Work and Pensions**

**Administrative Assistant (Work Experience)**

* Aided and assigned clients to work coaches
* File storing and handling
* Assisted customers with job searching and issues regarding computer usage

**Aug 2014 – Dec 2014 Lower Edmonton with City Link**

**Assistant Driver**

* Load and unload the van, also checking as scanning any packages before loading up the van before our daily route
* Assisted driver with maneuvers and directions
* Delivered packages with great customer service

**Sept 2012 – June 2014 University of East London (Student Union)**

**Receptionist/Student Representative**

* Communicated with students to help with any enquiries of personal issues regarding university, either over the phone or in person
* Organised the student appointment database, receiving and organising incoming and sent post also including cash handling
* Attended board meetings and events as a student representative

**Jan 2010 – July 2012** **Obaseki Solicitors**

**Administrative Assistant (Part-Time)**

* Answered incoming calls, sending and checking e-mails, recording and dealing with post and distributing both soft and hard copy documents while demonstrating good organizational skills and a keen eye for detail
* Promoted to Head IT Technician responsible for updating and keeping the network working efficiently

**Education**

**2019 TEFL Madrid Academy**

TEFL English Teachers training course

**2011 – 2014 University of East London**

Computing (BSE) Extended

**2012**

European Computer Driving Licence (ECDL)

**2009 – 2011 Springboard Levy Centre**

ICT NVQ Level 3 Diploma

Maths AON and English communications level 2 - GCSE

**2008 – 2009 Southgate College**

Level 2 **–** Computer Maintenance & Installation (A+)

Level 2 – Vehicle Maintenance & Repair Level 2

**2007 – 2008 Enfield College**

Level 2 IT Diploma

**Hobbies and Interests**

In my spare time I enjoy taking part in various types of sports and training such as Chinese Boxing and Tai Chi since the age of four and am currently a 1st Dan Black belt. I enjoy art and drawing, working on cars and computers such as repairs computer and updates software and drivers for friends and family. I enjoy watching football, car, drama and documentary programmes. I also enjoy spending time with family and friends and have a high interest in ways of furthering my education.

**References: Available upon request**