

SANYIAH ZULFIQAR

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Education

2021- Current	University of Birmingham Coding Bootcamp
2015-2018	Aston University: BSc (Hons) Politics with International Relations, 2:1
2012-2015	Waverley Sixth Form: A-Levels in English Literature, History, Psychology, ABB
2007-2012	Hodge Hill Girls School: 9 GCSE's ranging from grades A-B with a grade B in English and Mathematics

Experience

Alum Rock Medical Practice | Medical Secretary | Jan 2021- current

- Trained to use System One to process patient letters
- Process letters received both online and via post: forward relevant letters onto my colleague ensuring I have highlighted any action points for the GP or pharmacist
- Complete online referrals
- Update patient records

Jet2 | Cabin Crew | May 2019 – November 2020

- Accustomed to working in a regulated environment where policies and procedures must be followed throughout the day
- Conduct pre-flight checks on emergency equipment and carry out security searches prior to take-off
- Welcome passengers onboard and maintain a friendly, positive demeanour when communicating with passengers and dealing with any queries
- Pursue sales targets and work towards achieving 3% and 5% targets; up-sell products to contribute towards spend per head and commission
- Collaborate with colleagues to ensure the flight runs smoothly and all services are completed in a timely manner
- Comply with food safety standards and guidelines when preparing and serving food to passengers
- Administer first aid for passengers in emergency situations
- Complete flight reports after completing a journey

Paperchase | Sales Assistant | November 2019- January 2020

- Provided a high level of customer service by dealing with enquiries and identifying customer needs
- Processed sales accurately and efficiently
- Worked in a team to achieve sales targets
- Ensured all health and safety standards were always adhered to

Citizens Advice Bureau | Research and Campaigns Volunteer | August 2017-September 2018

- Gathered evidence to illustrate how a national policy impacted negatively on clients and used this to influence change
- Worked on a national Universal Credit campaign
 - Universal Credit campaign results- UC helpline is now free, all claimants now informed of the option of taking out an Advance Payment Loan, national slow-down in the introduction of UC
- Social media campaigning- created content for Twitter and Facebook
- Completed online learning modules to improve my knowledge of housing, immigration, welfare and homelessness

Alzheimer's Society | Support Services Volunteer | September 2016 - October 2017

- Welcomed members to the residential home, worked as part of a team to prepare and serve food, set and clear tables
- Participated in group activities and spent time with elderly people diagnosed with Dementia
- Aware of practical and emotional needs of the members of the group and referred complex cases to society staff
- Completed online learning modules demonstrating commitment to the role and willingness to increase knowledge of Dementia

Orphans In Need Mt.Snowdon Challenge | April 2017

- Used JustGiving.co.uk to collect donations, posted the link to my page on Twitter and worked as part of a team to fundraise and meet the target
- Organised a fundraiser on university campus- developed cash-handling skills and customer-service skills through selling food, cupcakes, drinks etc. and developed marketing skills by creating posters for the event

- Developed communication skills by explaining how donations would be used and which countries money would be sent to, demonstrating my ability to retain product knowledge and use this when engaging with members of the public
- Carried out a bucket collection and contacted local businesses for donations

Languages

- Fluent Mirpuri
- Fluent Urdu