

Maleehah Khan
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Personal statement

Highly self-motivated individual with the initiative and enthusiasm to motivate others. Ambitious, and ready for any challenges posed, with the drive to succeed, bringing new ideas to light, also possesses the motivation and initiative to work alone. Driven by the motivation to succeed, a highly organised and efficient individual, whose thorough and precise approach to goals has yielded excellent results.

Skills

- Team Player, having worked as parts of small and large teams to achieve an overall goal
- Target driven, and punctual.
- Excellent communication skills, both written and verbal
- Great interpersonal skills
- Determined to succeed
- Excellent time management skills

Employment History

Jordan Fishwick - Property Manager

(April 2024 – Present)

- Managing 100+ properties
- Maintaining relationships with landlords and tenants
- Instructing maintenance works for properties
- Actioning raised issues in line with policies and procedures
- Having good relationships with contractors
- Dealing with letting renewals
- Posting contractor invoices
- Going up and beyond to please tenants and ensure landlords are happy
- Working in a fast-paced environment, staying organised and having effective time management.
- Conducting inspections and ensure the correct works are carried out
- Conducting checkouts when tenants vacate properties and ensure the correct works are carried out
- Understanding legalities of the Housing Act 1988 e.g serving section 21's, 8's, 13's.
- Secure knowledge of the system Alto.

- Working within a team but also the ability to work independently

EE - Senior Sales Assistant

(November 2021 – April 2024)

Achievements and responsibilities

- Managing the shop floor
- Managing staff members when manager is away on annual leave
- Staying up to date with daily paperwork, compliance and admin
- Opening and closing the store
- Ensuring targets are met, daily, weekly and monthly and working with my manager to do so
- Attending conference calls with regional manager during the week
- High target based selling
- Being FCA approved to sell FCA regulated contracts
- Selling insurance, accessories and broadband with contracts
- Hitting daily, weekly and monthly targets individually and working together as a team to hit targets
- Completing training to continuously better myself and improve my knowledge
- Building up relationships with customers to ensure repeat purchase and customer loyalty.
- Obtaining knowledge of a wide range of products

Carphone Warehouse - Sales Advisor

(November 2019 – November 2021)

Achievements and responsibilities

- High target based selling
- Being FCA approved to sell FCA regulated contracts
- Selling insurance, accessories and broadband with contracts
- Working within a small team but also working within a big team inside Currys PC World
- Hitting daily, weekly and monthly targets individually and working together as a team to hit targets
- Completing training to continuously better myself and improve my knowledge
- Building up relationships with customers to ensure repeat purchase and customer loyalty.
- Obtaining knowledge of a wide range of products

O2 - Sales Advisor

(July 2019 - October 2019)

Achievements and responsibilities

- Target based selling
- Being FCA approved to sell FCA regulated contracts
- Working in a team with different types of people

- Building a report on each customer ensuring that they are provided with the best deal for them and given the best customer service possible
- Hitting daily, weekly, monthly and quarterly targets individually and as a store
- Completing compliance training to continuously improve myself
- Providing specialist knowledge and advise to customers regarding all the products within the store whether that be mobile phones, tablets, home broadband and other smart devices alongside accessories.
- Providing customer service requests with customer queries in store using the store systems to process their accounts.
- Performing security procedures for all financial contracts.
- Organising merchandise and making sure the shop floor is presentable at all times.
- Able to handle often complex situations, including customer complaints in a professional manner.

Curry's PC World

(September 2017 – May 2018)

Achievements and responsibilities:

- Target based selling (working with and under pressure)
- Customer service based work, communicating with different types of people.
- Obtaining a knowledge of a wide range of electrical products throughout the store specialising in televisions.
- Taking each customer through their own journey, building relationships with each customer, and advising on the product that best suits their needs
- Working as part of a large team (70+) to achieve overall store targets, as well smaller departmentalised teams (4-10) to achieve department targets.

Education

Manchester Metropolitan University

Advertising and Brand Communications (BA)

(September 2019 – current)

Uxbridge College

(September 2017 - June 2019)

A-Levels

Hatch End High School

(September 2012 –July 2017)

12 GCSE's grades A to B, including English (A) and Maths (C).

References

References are available upon request.