

# Amina Bhula

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## PERSONAL PROFILE

A hardworking and reliable individual who is looking for suitable employment. I have developed excellent experience of working within customer service environment. I can work well using my own initiative as well working in a team. I am willing to learn and take on a challenge so that I can enhance my skills further. I enjoy new challenges and I am able to adapt to any situation well. I have experience of working under pressure in fast moving environments. Willing to be flexible and undertake any training deemed necessary.

## SKILLS

- Excellent communication skills
- Excellent customer service skills
- Ability to maintain all duties with little supervision.
- Organizing workload and the ability to prioritise in order to meet deadlines.
- Excellent team worker can work with others to complete a task and meet company targets.

## EMPLOYMENT HISTORY

### **Oct 2020 – Baxi boiler**

- **warehouse. Making boilers and testing them**

### **Nov 2020 – Jan 2021    Tesco Supermarket Sales Assistant**

- Responsible for providing a high level of customer service
- Serving customers, operating the till and cash handling
- Organising stock
- Stock replenishment
- Keeping everything clean and tidy
- Time management & problem solving
- Working as part of a team

### **March 2021 – May 2021 – Alimdaad charity**

- Worked in office used different software's such as Microsoft excel, word and PowerPoint
- Making certification
- Shredding
- Printing
- Computer work
- Taking calls from customers
- Taking orders from customer
- Counting charity money and putting it through the bank.
- Working around the office doing different duties. Helping other staff with their duties.

- Storing paperwork and sorting it out • Checking email and responding to customers
- Checking orders and making them.

#### **November 2<sup>nd</sup> -7<sup>th</sup> 2021- fireworks Morrison's**

- Selling fireworks being in charge.
- Using the till being in charge of key and the money
- Stocking up fireworks
- Doing warehouse duties **Tesco express March 2022 – May 2022**
- Worked all over the shop floor
- I worked on tills.
- Lots of customer service
- Cleaning duties
- Stocking up
- In charge of lottery and selling age products

#### **Dnata Leyland office Job - May end 2022 to end of July 2022**

- Customer service answering calls in regards to flights and travel
- Dealing with complaints
- Full customer service role

#### **HMRC Self Assessment Customer services – 19 April – Present**

- Assisted with tax software and customer questions.
- Addressed customer inquiries and tax issues.
- Guided customers through online tax filing and resolved technical problems
- Provided technical support for tax software and complex tax cases
- Helped customers follow tax laws and optimize deductions.

#### **WORK EXPERIENCE WHILE IN COLLEGE**

**2 weeks**

**St Mary's nursery**

**Nursery Nurse**

- Assisting the classroom teacher to look after children • Helping with activities

**2018 – 2019**

**Each Step Care Home & Andrews Court Care Home**

**Care Worker**

- My duties were to assist, shadow and observe appropriate appointed members of staff
- Follow health and safety rules, regulations and procedures
- Help to serve food and drinks, bake and make snacks, participate in activities and housekeeping duties.

#### **QUALIFICATIONS & TRAINING**

##### **Madrasah qualification:**

**2005- 2014 Jamia Masjid Preston –**

- Completed Quran
- All Fiqh kitaabs
- All Aqaaid kitaabs
- All Tarikh kitaabs

- Learnt Urdu kitaabs including writing, reading and translating
- Learnt Dua kitaab
- Learnt how to pray salaah, do whudh and other practical things
- Hadith kitaabs.

#### **2014- 2021 Noorul Islam - 7 years alimiyah course where I learnt**

- All hadith books with translation and important notes were given on every hadith
- Learnt Quran translation with important notes linked to the ayats.
- Arabic kitaabs and grammar.
- Urdu books
- I was taught all important masaa'il
- Memorised some surats by heart.
- Learnt full Quran
- Learnt Duas

**I have received full qualifications and certificate to show I am a full Qualified Alimah.**

#### **High school and sixth form qualification:**

**2018 – 2020                      Health & Social Care Level 3 Higher diploma = D\* D D**

**2013 - 2018                      GCSEs**

- **Maths**
- **English**
- **Science**
- **Religious Education**
- **Urdu**
- **ICT**

#### **REFERENCES**

Available on request