

Shanawaz Khokhar

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- I have completed my degree at the university of central Lancashire, studying BA (Hons) in Criminology and Criminal Justice.
- Throughout my academic years at secondary school leading into higher education. I have taken part in many community programmes such as Preston United Youth Development as well as Junior University with UCLAN.
- Both in which I have gained skills and knowledge about my future ambitions and career and what path I would like to pursue in my life.

Work Experience

Head Door Supervisor

New concept security ltd-Preston
February 2024 to Present

- Ensuring all clients have their identification checked when entering the venue.
- Liasing with colleagues through radio channels.
- Monitoring areas of the venue through cctv inside and outside the venue.
- De-escalate situations and escort clients of the premises.
- Provide first aid where its needed to clients and staff.

Admin Officer (Temp Contract)

Stockport Homes Group-Stockport
October 2023 to December 2023

- Answering inbound and outbound calls regarding concerns or updates about our clients.
- Administrative tasks regarding our clients profiles and information.
- Providing a dedicated service of 24/7 support.
- Liase with security and public services as well as, emergency services.

Accommodation advisor (Temp contract)

Ingeus-Manchester
July 2023 to August 2023

- Provide accommodation for offenders who have completed their sentence.
- Rehabilitate offenders and create action plans tailored to each individual offender.
- Support and teach offenders to better themselves. Create opportunities for them in order to prevent them from reoffending.

Customer Service Advisor (Temp Contract)

Together Housing-Blackburn
November 2022 to January 2023

- Answering inbound and outbound calls regarding concerns or updates about the clients house/flat.
- A dedicated Repairs service and 24/7 emergency support.

- Support and advice on benefits, money and employability.

Administrator (Temp Contract)

Key Group Services Ltd-Preston

October 2022 to November 2022

- Filling out forms via the internet and internal systems such as DRP and LSA which were both microsoft based.
- Updating and following spreadsheets on Microsoft excel.
- Making sure all information provided to us from email and over the phone was accurate preventing any failures and delays.

Operational support grade (Temp contract)

HM Prison & Probation Service-Preston

November 2021 to October 2022

- Managing and preparing young offenders for release throughout and towards the end of their sentence.
- Assisting and providing all the required help for those individuals who have SEN and learning difficulties.
- Mental health awareness and suicide prevention training.
- 1 to 1 and group discussions and interactions with all young offenders.

Customer Team Leader (Temp Contract)

NHS Track and trace-Preston

March 2020 to November 2021

- Emergency call operator, dealing with inbound calls regarding incidents ranging from, rtcs and fatal accidents.
- Ranging from elderly as well as, teenagers and young adolescents.
- The job role consisted of logging calls and booking paramedics to the scene of an incident.
- Required skillset of being able to multi task using more than 1 computer screen and the use of a telephone.

Retail Sales Advisor

Carphone Warehouse-Preston

May 2018 to February 2020

- Retail sales advisor, dealing with customers face to face regarding mobile phone contracts.
- Upgrades on existing customers and new contracts for new customers.
- Having a range of networks such as, 02, EE and Vodafone.
- Taking payments over the phone and in person as well as, dealing with customers financial details.

Retail Assistant

Tesco-Preston

November 2017 to May 2018

- Serving customer's at the kiosk. Packing their shopping. Handling cash and card payments.
- Stacking shelves with produce and various other products.
- Taking night and morning deliveries of stock on pallets.
- Leading various shifts managing staff members allocated to different areas of the store.

Customer Collections Advisor

Capita TV Licensing-Preston

June 2016 to November 2017

- Dealing with inbound and outbound calls in regards to setting up a TV license as well as appointments, and taking in enquires regarding customer's accounts.
- Taking payments over the phone, dealing with customer's bank details.
- I was punctual, I has positive attitude towards my work ethic and I was enthusiastic.

Receptionist/Admin

Hadi Law Solicitors Preston-Preston

July 2014 to July 2014

- Various clerical and administrative duties involving informing clients and customers.
- Involving vital information over the telephone, using a polite and formal technique in dealing with difficult customers.
- Having an organised schedule for completing all tasks assigned.

Education

Bachelor's in Criminology and Criminal Justice

University of central lancashire - Preston

September 2017 to July 2020

Diploma of Higher Education in Public Services

Preston's College - Preston

September 2015 to July 2017

GCSE or equivalent in Maths and English

Archbishop temple high school

September 2010 to May 2015

Skills

- Front desk
- Clerical experience
- Administrative experience
- Customer service
- Organisational skills
- Team management
- Conflict management
- Leadership
- Office experience

Certifications and Licenses

NCFE Level 1 award in employability skills

July 2019 to July 2019

- Attended a crash course which was for a duration of 5 days.

- In this crash course I completed several different assessments on employment. For example, understanding mindset, understanding motivation, dealing with your first days at work and working in a team.
- All these topics were individual units in forms of exams as well as, practical assessments working with other people.

SIA

Present

Door supervisor

Head doorman

Cctv operator

Site patrols

Additional Information

- I have participated in summer programmes with the NCS (National Citizen Service) working with communities and meeting new people. Having taken part in this I have had the chance of attending youth clubs for 2 summers during 2015 and 2016 in a row and have worked with young offenders.