

Hajra Panchbhaya
Hajra_v@hotmail.co.uk
07851836090

A highly motivated and proactive two-time graduate with a very positive work ethic displaying professionalism, sensitivity, reliance and productivity. A responsible and organised individual with excellent communication and interpersonal skills coupled with an innovative and adaptable working attitude to succeed and influence at all business levels.

KEY ATTRIBUTES

- Achieved 2 degrees – BA Hons Education studies degree and PGCE in teaching Primary.
- 7+ years in customer service and customer care in a variety of settings, these include schools, supermarket and administrative in finance sector.
- Lots of experience working in teams and independently, lots of customer interactions, problem solving and working in high pressure environments.
- Carrying out accurate assessments, observations and plans.
- Computer literate – used a variety of software, examples are, ORACLE and SMART, all the Microsoft office software packages and software used in the finance sector, examples are salesforce and CICS.
- Multi-linguist fluent in English, Gujarati and Urdu.

EMPLOYMENT AND EDUCATION TIMELINE

- **June 2023 - Current** - Maternity Parental leave
- ***October 2022 - June 2023*** – Credit and Fraud administrator and Remediation case handler at Studio Retail LTD in the finance department
- ***April 2018 - January 2023*** – Customer service assistant at ASDA Supermarket
- ***September 2021 - July 2022*** – Supply teacher with various teaching agencies- M2, Key Stage Supply, Teaching Personnel and Veritas
- ***September 2020 - July 2021*** – Completed PGCE in Primary Education with QTS specialising in lower Primary (age 3 to 7 years) at University of Cumbria
- ***September 2017 - July 2020*** – Completed a BA HONS in Education Studies at Manchester Metropolitan University
- ***September 2014 - July 2017*** – Completed CACHE Level 3 Diploma in Children and Education and CACHE Level 2 Certificate in Early years Education and Care
- ***September 2009 - July 2014*** – Completed and achieved 11 GCSE's including English, Maths, Science and ICT

PROFESSIONAL QUALIFICATIONS

- *First Aid training completed*
- *Trainings for schools beneficial in all work include; Safeguarding, health and safety , GDPR and child protection*
- *Finance department training includes; specific software training, treating customers fairly (FCA), money laundering*