

## **Mahick Shah**

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### **Education:**

**2023 – 2024** University of Central Lancashire **LLM Law – 2.1**

**2019 - 2022:** University of Central Lancashire **LLB (Hons) Law – 2.1**

**2017 - 2019:** Saint Wilfrid's **A-Levels:** Sociology (C) Psychology (C) Health and Social care (B)

### **Lloyds Banking Group -Customer Financial Assistance (Specialist Assistance) (29/08/2023 – current)**

Assessing Customer Needs: Evaluating the financial situations of vulnerable customers to determine the appropriate support and assistance required. Providing financial guidance: offering advice on managing finances, budgeting, and accessing available financial resources and programs. Developing assistance plans: Creating tailored financial assistance plans to help customers manage their debts and improve their financial stability. Liaising with agencies: Coordinating with external agencies and organisations to secure more support and resources for customers. Handling enquiries: Addressing customer enquiries and concerns, ensuring they understand their options and the aid available to them. Documentation and Reporting: Keeping detailed records of customer interactions and assistance plans and generating reports to track outcomes and effectiveness of support provided.

### **Blackburn with Darwen Borough Council – Specialist Support Officer - (04/2022-07/2023)**

As a Specialist Support Officer at Blackburn Borough Council, your role involves providing dedicated assistance and support within various departments of the council. This includes Administrative Support: Managing administrative tasks such as scheduling meetings, preparing documents, and maintaining records. Customer Service: Acting as a point of contact for residents, addressing their queries, and providing information about council services. Project Assistance: Supporting project

planning and execution, ensuring timelines are met and objectives are achieved.

Data management: Collecting, analysing, and reporting data to aid in decision-making processes.

Policy implementation: Assisting in the implementation of council policies and procedures, ensuring compliance with regulations. Collaboration: Working closely with various teams within the council to coordinate efforts and provide cohesive support. My role is essential in ensuring the smooth operation of council activities and enhancing the service delivery to the community.

### **Warrantywise (06/2021 – 10/2021) . Customer service Advisor**

As a Customer Service Advisor at Warrantywise, your role would have consisted of:

Customer Assistance: Handling inquiries from customers regarding their vehicle warranty policies, providing information, and resolving issues. Claims processing:

Assisting customers with the process of making warranty claims, guiding them through the necessary steps, and ensuring all required documentation is submitted.

Problem resolution: Addressing and resolving customer complaints or concerns in a professional and efficient manner, aiming to achieve a satisfactory resolution. Policy management: Updating customer records, processing policy renewals, and making adjustments to existing warranties as needed. Communication: Maintaining clear and effective communication with customers via phone, email, and chat, ensuring they are well-informed about their policies and any changes. Collaboration: Working with other departments, such as the claims and technical teams, to ensure a seamless service experience for the customers. Feedback handling: Collecting customer feedback and providing insights to the management team to help improve services and customer satisfaction. Product Knowledge: Keeping up to date with the details of Warrantywise products and services to provide correct information to customers.

### **Lloyds Banking Group -**

#### **Lloyds Banking Group Call Centre- April 6<sup>th</sup> 2020 – 10<sup>th</sup> Feb 2021**

I worked for both the inbound and outbound calls department to speak to vulnerable customers over the phone who are suffering from financial difficulty. I provided them with payment plans following their financial circumstances. The common method I used was in depth questioning and went through an income and expenditure form to understand their affordability. I also transferred customers to other departments.

