

# Mohammed Sayam

Nelson Lancashire

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I am a dedicated and versatile professional with two years of diverse experience in various roles, demonstrating strong adaptability, a proactive attitude, and excellent organizational skills. Known for my hard work, reliability, and meticulous attention to detail, I consistently exceed expectations and contribute positively to team goals. I am eager to find a role that aligns with my skills and ambitions, confident in my ability to thrive and make a significant impact. Always willing to go the extra mile, I am committed to continuous learning and excited about embracing new challenges and opportunities. I possess a diverse skill set that includes excellent communication, strong problem-solving abilities, and effective time management. My proficiency in various software applications and tools enhances my technical capabilities, while my adaptability and quick learning ensure I stay ahead in dynamic environments. I excel in collaborative settings, demonstrating teamwork and leadership, and my meticulous attention to detail guarantees high-quality outcomes in all tasks. My commitment to continuous improvement drives my dedication to acquiring new skills and knowledge.

## Skills

- Effective Communication-Proficient in clear and concise communication, developed through roles requiring precise information exchange and customer interaction.
- Customer Service Excellence-Skilled in delivering exceptional customer service, adeptly resolving queries with empathy and effective problem-solving.
- Security Operations Expertise-Extensive experience in security operations, including vigilant surveillance, crowd control, and swift emergency response.
- Adaptability- Demonstrated adaptability in dynamic environments, excelling as a warehouse operative and in various security assignments.
- Conflict Resolution-Expert at resolving conflicts and diffusing tense situations, a skill honed through security and customer-facing roles.

## Experience

April 2021-November 2021

Duration of 6 months

### **Remote job from home - *NHS TRACK AND TRACE CALL HANDLER***

- Maintained up-to-date knowledge on health topics to provide accurate and relevant information, enhancing patient education and support.
- Effectively addressed patient concerns and questions, fostering trust and understanding through attentive listening and accurate information dissemination.
- Delivered health-related information with empathy and professionalism, ensuring clear and compassionate communication tailored to each individual's needs.

June 2021-October 2022

Duration of 5 months

### **Remote job from home - *HMPO CALL HANDLER***

- Utilized problem-solving abilities to navigate complex situations, streamlining processes and finding solutions to expedite passport service requests.
- Demonstrated strong customer service skills by effectively resolving issues, addressing concerns, and ensuring a positive experience for each client.
- Managed inquiries related to passport services with a high degree of professionalism, providing accurate information and timely assistance to customers.

April 2021-May 2022

### **Burnley BB11 Heasandford Industrail estate-*BOOHOO WAREHOUSE OPERATIVE***

- Collaborated with team members to streamline workflows, enhance productivity, and ensure seamless warehouse operations.
- Emphasized attention to detail in tasks such as order picking, packing, and shipping, maintaining high standards of accuracy and quality.
- Contributed to efficient warehouse operations by meticulously organizing inventory, ensuring accurate stock levels and timely replenishments

January 2022-Present

### **Depends on location of event- *SECURITY FOR EVENTS AND FESTIVALS***

- Responded promptly and effectively to security incidents, coordinating with law enforcement and emergency services as needed to manage situations and prevent escalation
- Exercised vigilant surveillance throughout events, quickly identifying and addressing potential threats to ensure the safety and well-being of all participants.
- Maintained a secure environment for attendees by implementing comprehensive security measures, including thorough bag checks and monitoring entry points.

September 2022-present

### **Depends on location of event/match-DOOR WORK AND SECURITY FOR FOOTBALL GAMES**

- Responded swiftly and competently to emergency situations, providing first aid, coordinating evacuations, and liaising with emergency services to safeguard the well-being of all attendees.
- Effectively handled crowd control by directing attendee flow, managing access points, and implementing measures to prevent overcrowding and ensure smooth operations.
- Maintained order and security at various venues by strategically positioning security personnel, conducting routine patrols, and monitoring surveillance systems

September 2023-Novemeber 2023

### **Remote job from home -MARKETING RESEARCH CALL HANDLER**

- Effectively synthesized interview data into actionable insights, highlighting strong analytical and organizational skills.
- Showcased superior listening and questioning techniques, ensuring accurate and detailed data collection during interviews.
- Conducted comprehensive market research interviews, demonstrating exceptional verbal communication abilities to gather valuable insights from diverse participants.

February 2024-May 2024

### **Martin house 23 hunts bank Cheetham hill, Manchester M3 1BE -CUSTOMER SERVICE ADVISOR FOR DWP**

- Resolved customer complaints and issues promptly and effectively, ensuring high levels of customer satisfaction and adherence to service standards.
- Assisted customers in filing new claims and managing existing ones, expertly navigating them through each step of the process and required paperwork.
- Handled customer inquiries about benefits and pensions, providing clear and detailed guidance to help clients understand their entitlements and options.

## **Education**

September 2020-2021

### **NELSON AND COLNE COLLEGE-BTEC IN DIGITAL LEVEL 2**

Completing my BTEC Level 2 in Digital Skills has equipped me with a solid foundation in essential digital competencies. I have developed proficiency in various software applications, honed my digital communication techniques, and gained a basic understanding of cybersecurity practices. Additionally, this course has enhanced my problem-solving abilities and provided me with knowledge of digital marketing strategies. These skills enable me to effectively navigate and contribute to technology-driven projects, making me well-prepared for entry-level roles in the digital sector.

September 2014-2019

### **PENDLE VALE COLLEGE-COMPLETED GCSE**

Completing my GCSEs over five years of schooling has equipped me with a strong foundation in a broad range of academic subjects and essential skills. Through this experience, I developed effective time management and organizational abilities, learned to work both independently and collaboratively, and honed my critical thinking and problem-solving skills. Additionally, my communication skills, both written and verbal, were significantly enhanced. This comprehensive education has prepared me to tackle diverse challenges and adapt to various environments, making me a well-rounded candidate for further education and entry-level roles.

## **References**

Name-Sufyan Bohra

Phone number- +44 7950 464443

Job title-Security office

### **Reference from manager**

I am pleased to commend Sayam for their exemplary work performance. They consistently demonstrated reliability, strong work ethic, and exceptional attention to detail. Sayam excelled in their role, showcasing excellent problem-solving abilities and effective communication skills. Their dedication and professionalism were evident in all tasks, making them a highly valued member of our team.