

Zahrah Malik curriculum vitae

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Personal summary

I am a driven and conscientious young individual that is prepared for any challenge. Aside from my diverse range of skills, I am eager to demonstrate my capabilities to potential employers, showcasing my ability to thrive in high-pressure situations and collaborate effectively with others. In addition, with my experience as a student representative for my college, I believe I possess the skills required to excel in any professional environment, be it engaging with clients or navigating challenging situations. I have a strong grasp on effective time management and consistently strive for excellence in task completion. I am deeply committed to ensuring that tasks are executed with utmost precision and excellence, as it is a fundamental principle that I hold. I possess a strong drive, intrinsic motivation, excellent organisational skills, and the ability to overcome any obstacles that approach me.

Personal skills

- I have gained valuable experience working in a fast-paced environment, allowing me to become proficient at handling pressure and effectively managing it.
- I excel at collaborating with fellow staff members and showcasing my ability to work effectively in a team. I also possess the patience and resilience required to tackle challenging tasks that others may find intimidating.
- I strive for clear and effective communication to ensure tasks are executed to the best of their ability.
- I possess a strong understanding of Microsoft 365, Excel, and the ability to efficiently handle fundamental administrative duties.
- I have extensive experience in handling inbound and outbound calls and working closely with clients to understand their service preferences. I am capable of offering a wide range of options and strive to reach a conclusion that leaves them feeling highly satisfied.

Experience

Company: Sports Direct

Start: April 2023 **End:** June 2023

Address: 1St Floor, 56 King William St, Blackburn BB1 7HR, United Kingdom

Position: Sales assistant, **Position type:** Part time job

Responsibilities:

- Assisting customers and ensuring they receive assistance, even if they don't explicitly request it
- Ensuring a pleasant shopping experience for customers and being readily available to help them
- Performing cashier duties and assisting customers with their transactions
- Efficiently managing inventory and fulfilling customer requests with precision
- Maintaining a pristine shop environment at all times to uphold the company's esteemed reputation.
- Handling phone calls with utmost professionalism and effectively dealing with various scenarios
- Monitoring the changing rooms and safeguarding the store from potential security threats.

Company: Tessuti

Start: April 2023 **End:** June 2023

Address: 24B, The Mall, Lord St, Blackburn BB1 7NQ, United Kingdom

Position: Sales assistant, **Position type:** Part time job

Responsibilities:

- Assisting customers and ensuring they receive assistance, even if they don't explicitly request it
- Ensuring a pleasant shopping experience for customers and being readily available to help them
- Performing cashier duties and assisting customers with their transactions

- Efficiently managing inventory and fulfilling customer requests with precision
- Maintaining a pristine shop environment at all times to uphold the company's esteemed reputation.
- Handling phone calls with utmost professionalism and effectively dealing with various scenarios
- Monitoring the changing rooms and safeguarding the store from potential security threats.

Company: Expert admin services

Start: June 2023 **End:** November 2023

Address: Unit 8 Cunningham Court, Blackburn, BB1 2QX, United Kingdom

Position: Sales agent, **Position type:** Full time job

Responsibilities:

- Responding to and handling phone inquiries from clients and potential customers
- Accurately filling out online forms with customer information
- Contacting potential clients who have expressed interest in the company's services and providing them with appropriate options
- Ensuring the accuracy of company files by carefully inputting the correct information into databases such as Excel and Microsoft Word.
- Boosting sales through effective persuasion and thorough communication with clients, ensuring they are well-informed and motivated to make purchases based on their needs and interests.

Company: JD Sports

Start: November 2023

Address: Unit 24 Lord St, Blackburn BB1 7NQ. United Kingdom

Position: Sales assistant, **Position type:** Full time job

Responsibilities:

- Assisting customers and ensuring they receive assistance, even if they don't explicitly request it

- Ensuring a pleasant shopping experience for customers and being readily available to help them
- Performing cashier duties and assisting customers with their transactions
- Efficiently managing inventory and fulfilling customer requests with precision
- Maintaining a pristine shop environment at all times to uphold the company's esteemed reputation.
- Handling phone calls with utmost professionalism and effectively dealing with various scenarios
- Monitoring the changing rooms and safeguarding the store from potential security threats.

Education

Institution name: Blackburn College

Degree: GCSE / Year of graduation: 2021

Grades: Maths: 4 / English Language: 6

Institution name: Blackburn College

Degree: BTEC / Year of graduation: 2023

Grades: Level 2 Business studies: Distinction / Level 3 Business studies: Merit / Distinction

Hobbies/Interests

One of my primary interests is cooking and baking. This is because I find great satisfaction in expanding my knowledge and developing my skills through the process of experimenting with and enhancing recipes, even when I encounter setbacks. It also provides me with a way to relax and shift my focus away from things, almost like a therapeutic experience. Another hobby that I enjoy is reading because it allows me to enhance my vocabulary and incorporate new words into my everyday speech. Finally, I also value socialising with my friends and engaging in meaningful conversations, as I find it enriching to connect with others.