

# Amina Bhula

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## PERSONAL PROFILE

A hardworking and reliable individual who is looking for suitable employment. I have developed excellent experience of working within customer service environment. I can work well using my own initiative as well working in a team. I am willing to learn and take on a challenge so that I can enhance my skills further. I enjoy new challenges and I am able to adapt to any situation well. I have experience of working under pressure in fast moving environments. Willing to be flexible and undertake any training deemed necessary.

## SKILLS

- Excellent communication skills
- Excellent customer service skills
- Ability to maintain all duties with little supervision.
- Organizing workload and the ability to prioritise in order to meet deadlines.
- Excellent team worker can work with others to complete a task and meet company targets.

## EMPLOYMENT HISTORY

### **Oct 2020 – Baxi boiler**

- **warehouse. Making boilers and testing them**

### **Nov 2020 – Jan 2021    Tesco Supermarket**

#### **Sales Assistant**

- Responsible for providing a high level of customer service
- Serving customers, operating the till and cash handling
- Organising stock
- Stock replenishment
- Keeping everything clean and tidy
- Time management & problem solving
- Working as part of a team

### **March 2021 – May 2021 – Alimdaad charity**

- Worked in office used different software's such as Microsoft excel, word and PowerPoint
- Making certification
- Shredding
- Printing
- Computer work
- Taking calls from customers
- Taking orders from customer
- Counting charity money and putting it through the bank.
- Working around the office doing different duties. Helping other staff with their duties.

- Storing paperwork and sorting it out • Checking email and responding to customers
  - Checking orders and making them.

**November 2<sup>nd</sup> -7<sup>th</sup> 2021- fireworks Morrison's**

- Selling fireworks being in charge.
  - Using the till being in charge of key and the money
  - Stocking up fireworks
  - Doing warehouse duties **Tesco express March 2022 – May 2022**
  - Worked all over the shop floor
  - I worked on tills.
  - Lots of customer service
  - Cleaning duties
  - Stocking up
  - In charge of lottery and selling age products

Dnata Leyland office Job - May end 2022 to end of July 2022

- Customer service answering calls in regards to flights and travel
  - Dealing with complaints
  - Full customer service role

HMRC Self Assessment Customer services – 19 April – Present

- Assisted with tax software and customer questions.
  - Addressed customer inquiries and tax issues.
  - Guided customers through online tax filing and resolved technical problems.
  - Provided technical support for tax software and complex tax cases.
  - Helped customers follow tax laws and optimize deductions.

## WORK EXPERIENCE WHILE IN COLLEGE

**2 weeks**

St Mary's nursery

Nursery Nurse

- Assisting the classroom teacher to look after children •  
Helping with activities

**2018 – 2019      Each Step Care Home & Andrews Court Care Home**

## Care Worker

- My duties were to assist, shadow and observe appropriate appointed members of staff
  - Follow health and safety rules, regulations and procedures
  - Help to serve food and drinks, bake and make snacks, participate in activities and housekeeping duties.

## **QUALIFICATIONS & TRAINING**

#### **Madrasah qualification:**

2005- 2014 Jamia Masjid Preston –

- Completed Quran
  - All Fiqh kitaabs
  - All Aqaaid kitaabs
  - All Tarikh kitaabs

- Learnt Urdu kitaabs including writing, reading and translating
  - Learnt Dua kitaab
  - Learnt how to pray salaah, do whudh and other practical things
  - Hadith kitaabs.

2014- 2021 Noorul Islam - 7 years alimiyah course where I learnt

- All hadith books with translation and important notes were given on every hadith
  - Learnt Quran translation with important notes linked to the ayats.
  - Arabic kitaabs and grammar.
  - Urdu books
  - I was taught all important masaail
  - Memorised some surats by heart.
  - Learnt full Quran
  - Learnt Duas

I have received full qualifications and certificate to show I am a full Qualified Alimah.

### **High school and sixth form qualification:**

2013 - 2018 GCSEs

- Maths
  - English
  - Science
  - Religious Education
  - Urdu
  - ICT

## REFERENCES

Available on request