

**Hajra Panchbhaya**  
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**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.**

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## **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*