

## **Yasmin Hussain**

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### **Personal Profile**

With varied work experiences including customer service, data input, legal assistant and over 4 years of data entry and administration experience. Has good communication skills both written and verbal is an organised person who likes multi-tasking and is good at prioritising is hardworking and motivated. With previous experiences can solve problems and customer service issues, with experience of typing letters and documents and is familiar with all office packages including word, excel, email and filing.

### **Employment History**

- |                       |  |
|-----------------------|--|
| Feb 2020 – Apr 2020   | <b>Capita Plc<br/>Administrator</b> <ul style="list-style-type: none"><li>• Collating data onto spreadsheets</li><li>• Validating data using various tools, Excel</li><li>• Tracking and reporting any relevant risks/issues</li><li>• Admin duties as required</li></ul>  |
| Oct 2016 – Apr 2018   | <b>Capita Plc<br/>Data Administration Clerk</b> <ul style="list-style-type: none"><li>• Working in Medical Records and Registrations</li><li>• Data Processing records using PX and CRM systems</li><li>• Scanning records ready for authorised members</li><li>• Setting deadline for court cases</li><li>• Correcting information on system and correcting GP errors</li></ul>                             |
| July 2016 – Aug 2016  | <b>Royal Blackburn Hospital<br/>Administration Assistant</b> <ul style="list-style-type: none"><li>• Tracking and pulling patient notes</li><li>• General office duties</li></ul>  |
| Dec 2015 – Aug 2016   | <b>Blackburn with Darwen Carers Service, Blackburn<br/>Receptionist</b> <ul style="list-style-type: none"><li>• Answering the telephone and directing calls</li><li>• Meeting and greeting visitors</li><li>• Provide admin support and reception duties</li></ul>   |
| July 2015 – Aug 2016  | <b>Blackburn with Darwen Carers Service, Blackburn<br/>Support Worker</b> <ul style="list-style-type: none"><li>• Minutes of meeting</li><li>• Administration duties, Data Entry, Filing, Photocopying etc</li><li>• Sorting, Organising and tidying up for events</li></ul>   |
| Oct 2013 – July 2015  | <b>Appeals Assessor, Packer and Data Inputter</b> <ul style="list-style-type: none"><li>• Temporary jobs, couple of days each</li></ul>  |
| July 2013 – Sept 2013 | <b>Morson International (Chubb, systems)<br/>Accounts Data Entry Technician (Temp)</b> <ul style="list-style-type: none"><li>• Obtained copies of all open AR/AP invoices</li><li>• Data entry of all open certs into sage</li><li>• Arranged the movement and organisation of documents</li><li>• Purchase ordering, Updated, Amended onto Spreadsheets/Databases and unmatched entries</li><li>•</li></ul> |

- Sept 2012 – Feb 2013 **Shelter, Blackburn**  
**Legal Assistant (Volunteer)**
- Typing of Legal documents
  - Audio Typing
  - Filing/Archiving and Administration duties
- Aug 2008 – Mar 2009 **Blue Arrow, Manchester (Capita, TV Licensing)**  
**Data Input Clerk (Temp)**
- Entered and updated data onto the in-house system
  - Paperwork and administration duties
- Apr 2007 – Oct 2007 **Phone Network Ltd, Blackburn**  
**Customer Service Assistant/Administrator**
- Made outbound calls to existing and new customers
  - Dealt with queries and complaints

## **Education & Training**

- Sep 2018 – July 2024 **Blackburn University**  
 LLB Law
- Jan 2018 – July 2018 **Blackburn College**  
 Level 2 Social Sciences
- Sep 2012 – Nov 2012 **Blackburn College**  
 Care – A wide range of Awareness of the role and responsibilities of the Adult Social Care Worker including Dementia, Autism, Vulnerable Adults etc
- Sep 2009 – May 2010 **Blackburn College**  
 Illex Level 2 Certificate for Legal Secretaries – Pass
- Sep 2007 – July 2008 **Blackburn College**  
 OCR Level 3 Diploma in Text Processing:
- Text, Word and Document Presentation - Distinction
  - Audio Transcription - Pass
- Feb 2006 – July 2007 **Blackburn College**  
 European Computer Driving Licence (ECDL) Level 2  
 OCR Level 2 Diploma in Text Processing:  
 With 4 Distinctions including Legal, Medical and Mail merge and 2 Passes
- Sep 1993 – July 1998 **Swanshurst Secondary School, Birmingham**
- 8 GCSEs including English and Maths

## **Skills & Achievements**

**Ability to work under pressure** – meeting a deadline and completing the task in my previous job.

**Effective team member who can also use own initiative** – working in teams at college and through previous employment meant I used motivational and good communication with team members.

## **Hobbies**

I love shopping, travelling and listening to music. I am attracted in working in a Legal environment.

**References** –available on request