

# SABA SYEDA

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## PROFESSIONAL SUMMARY

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A well-presented, enthusiastic, and committed LLB undergraduate with excellent communication skills, able to grow positive relationships with customers and colleagues at all organisational levels. Result-driven Customer service representative with in- depth knowledge of Admin and training. Provide superior customer service and resolve all issues quickly and with positive attitude.

## WORK HISTORY

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Content Moderator/Assistant Team Manager | Remote  
TikTok Webhelp | Jun 2021 – Present

- Point of contact for the team while the manager is away, evaluate teams' performance, implementing training and development programmes, organising quality assurance huddles, and handling any concerns.
- Responsible for the safety and functionality of online short videos that rely on user-generated content, ensuring their legal compliance, and implementing community content security standard.

Track & Trace Call Handler | Remote  
NHS/NCO Europe | Dec 2020 – May 2021

- Challenging role with the opportunity to make a difference in the UK's response to the Covid-pandemic.
- Providing a friendly, supportive, and helpful service to those infected or have been in contact with Covid-19 cases.

Administrator | Darwen  
Fit4Home | Mar 2020 – Nov 2020

- Delivered fast and responsive sales and services support to generate positive customer's feedback.
- Created and maintained spreadsheets using advanced Excel functions to calculate and develop reports and lists.

Case Handler | Blackburn  
Capita/PCSE NHS | Jun 2019 – Feb 2020

- Providing administrative and support services for primary care to GPs, Dentists, Opticians, and Pharmacists on behalf of NHS England.
- Processing GP medical record access requests for living individuals and deceased individuals, ordering medical supplies, tracking, and following up, Performers List applications and Ophthalmic GOS payments.

Assistant Manager/Sales Advisor | Preston  
Capita/Carphone Warehouse | Jan 2013 to May 2019

- Implementing innovative sales strategies and coaching small team of sales associates to increase overall conversion. Monitoring employees' performances by conducting side by side coaching and call listening, sending out MTD quality assurance and FCA stats.
- Adhering to DPA regulations along with supporting other departments as required such as Retention, CS, and Escalation.

Admin Assistant (Work Experience | Blackburn)  
Adecco Recruitment Agency | Sept 2011 – Dec 2012

- Working effectively and developing customer care skills.
- Handling confidential materials in line with DPA.

## SKILLS

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- Advanced IT skills, and ability to use all Microsoft Packages.
- Excellent written and communication skills.
- Strong problem-solving skills.
- Empathic listener and persuasive speaker.
- Multitasking and team working skills.
- Case management and research skills.

## EDUCATION

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LLB (HONS) Blackburn University	2019-Present (Part-time)
BTEC Level 3 in Business Blackburn College	2011   Distinction
Literacy & Numeracy   Level 2 Blackburn College	2011
BTEC Level 2 in Business Blackburn College	2009   Distinction*
GCSEs Darwen Vales High School	2007

## REFERENCE

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Available on Request