

Abida Juwle

Lancashire

Mobile: 07849 828674

Email: juwleabida@gmail.com

PERSONAL PROFILE

Highly motivated and results-driven professional with over a decade of experience in management, and application support across the diagnostics and sales sectors. Proven leader with a robust track record in managing high-performing teams, optimising operational efficiency, and driving business growth. Adept at multitasking and thriving in fast-paced environments, with the ability to handle difficult and high-pressure situations effectively. Skilled in project management, strategic decision-making, and data analysis, coupled with exceptional communication and interpersonal abilities. Adept at fostering positive relationships with clients, stakeholders, and colleagues to achieve organisational goals. Proficient in Microsoft Office Suite and well-versed in delivering quality-driven services and solutions.

KEY SKILLS & COMPETENCIES

- **Leadership:** Demonstrated ability to lead and manage diverse teams, fostering a collaborative and productive work environment.
- **Communication:** Excellent verbal and written communication skills, adept at building rapport with stakeholders at all levels.
- **Problem-Solving:** Strong analytical and strategic thinking skills, capable of identifying challenges and implementing effective solutions.
- **Project Management:** Proficient in prioritising tasks, allocating resources, and meeting deadlines to ensure successful project completion.
- **Data Analysis:** Skilled in analysing data to generate actionable insights, driving informed business decisions.
- **Technical Proficiency:** Expertise in Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.

WORK EXPERIENCE

Recruitment Coordinator, Manchester Sales Company

Apr 2024 - Present

- Conduct thorough reviews of CVs to identify potential candidates.
- Conduct first-round interviews and shortlist candidates for subsequent rounds.
- Coordinate interview schedules between candidates and hiring managers.
- Maintain regular communication with candidates throughout the recruitment process.
- Update and maintain accurate records in the internal database.
- Assist in planning and executing recruitment events to attract top talent.

Application Support Manager, Professional Services Team, Roche Diagnostics

Feb 2016 - Nov 2022

- Led a team of application specialists, ensuring high performance and productivity.
- Managed customer projects, providing training, troubleshooting, and support.
- Maintained relationships with key clients, ensuring satisfaction and repeat business.
- Implemented strategies to improve operational efficiency.
- Collaborated with cross-functional teams and external stakeholders.
- Conducted market research and competitor analysis.
- Organised workshops and delivered lectures and training.
- Conducted performance evaluations and implemented training programs.

Manager- Medical Services, Surburban Diagnostics

May 2014 - Nov 2015

- Spearheaded the setup of a new molecular diagnostic laboratory.
- Recruited and managed a team, ensuring adherence to policies and procedures.
- Ensured smooth daily operations with fast turnaround times and high customer satisfaction.
- Oversaw budgeting and financial management.
- Developed and executed marketing strategies to increase brand awareness and drive customer acquisition.
- Prepared and presented reports to senior management, providing insights and recommendations for business improvement.
- Collaborated with suppliers and vendors to negotiate contracts and ensure timely delivery of goods and services.

EDUCATION

Ph.D. (Microbiology) Molecular Oncology

M.Sc. Microbiology - 1st Class

B.Sc. Zoology and Microbiology - 1st Class

LANGUAGES

Urdu: Fluent; Can speak, read and write (Completed Secondary School Education in Urdu)

English: C2 Level, Fluent

VOLUNTEERING WORK

Working with S.A.S. Rights Group as a volunteer for fostering well-being and active lifestyle in women