

SHAHROZE MANZOOR

07943617091

shahrozem106@gmail.com

Blackburn

References available upon request

My work ethic, integrity, and outstanding consistency in implementing these elements upon any role I have taken is one of the many reasons I have been able to display myself as a person of high calibre.

Furthermore, I pride myself on my appearance as well as being presentable relative to the environment. Due to the range of problems I have had to solve throughout my career, I have developed a diverse and highly exceptional skill set that removes my intimidation of uncertainty. This allows me to take on new challenges without experiencing self-doubt just because something is out of my wheelhouse. With all the skills and qualities I possess and hope to gain, I believe I will become a valuable asset to an organisation.

EXPERIENCE

Business Administration Apprentice

BAE Systems

Sep 2023 – May 2024

- Hybrid working from home and equipment was provided as well as on site in Samlesbury/Warton
- Working within the Air Procurement Performance team managing spares and repairs orders in relation with our customers and suppliers
- Innovate client issues regarding the export control and contracting around these orders making sure the process is efficient
- Prioritising critical aircrafts and successful monthly key performance indicators
- Providing a highly positive customer experience and holding responsibly for aircraft parts worth thousands

Customer Service Advisor

O2/Virgin Media

May 2022 – Feb 2023

- Operate multiple web chats whilst receiving inbound calls simultaneously
- Working from home and equipment was provided
- Comprehending client's issues regarding the services we provide and acquiring an effective solution as efficiently as possible
- Maintaining cases handled by Agents and ensuring they are dealt with in a timely manner as per our strict timescales
- Providing a highly positive customer experience maintained by Quality control teams

Support Worker

Autism Initiatives

Dec 2019 - May 2022

- Team based role caring for patients with Autism
- Worked to improve challenging behaviours that our patients displayed through communication classes and structured progression plans
- Required high attention to detail to ensure correct medication was provided to each patient
- High pressure role due to regularly needing to diffuse aggression in regulation with Disability Guidelines
- Developed a sense of empathy to provide due care to each patient and assist in their daily tasks such as personal care, education etc.

EDUCATION

Foundation Degree: Health and Social Care

University of Central Lancashire

2020 – 2021

IT Level 3 Extended Diploma (D*DD)

Blackburn College

2017 – 2019

Pleckgate High School

2012 – 2017

8 GCSE's including:

ICT	A*
Maths	6
English Language	5
English Literature	5
Religious Studies	C
Art	C
Biology	D
Physics	D

CORE SKILLS

Hard Skills

High software proficiency with multiple Microsoft Office applications:

- Word
- Excel
- PowerPoint
- Outlook
- OneDrive

Diary/Email/Calendar management

Telephone call handling

Client liaison

Soft Skills

Communication

An adaptive communication style

Highly effective communication skills as an individual within a team

Time Management/Organisation

Able to set and meet deadlines

level of competence in working multiple roles and tasks simultaneously

Problem Solving

Practised training and supervising others in all previous job roles

Highly skilled in discovering an issue and acquiring the most effective solution efficiently