

Mohamed Zain Sheikh
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PERSONAL STATEMENT

I possess exceptional interpersonal skills and excel in communicating effectively with individuals from diverse backgrounds. My experience demonstrates a strong ability to collaborate within a team while also being self-sufficient and proactive when working independently. I am conscientious, adaptable, and flexible, which enables me to thrive in various work environments. I am enthusiastic about acquiring new skills and am fully committed to undergoing any necessary training. My approach is characterised by a commitment to delivering tasks to the highest standards of quality. Additionally, I possess strong problem-solving abilities, allowing me to effectively address challenges as they arise.

EMPLOYMENT

EURO GARAGES 2023 - 2024

Delivering exceptional customer service to clients face to face and over the phone. Providing Digital /Technical services to brand owners, colleagues and seniors teams. Supporting the manager with advertising and monitoring the business nationally, including;

- Digital marketing
- Customer service
- Digital Signage
- Graphic Design
- Phone calls answering and monitoring
- Working under pressure covering 500 live monitors
- Video Call meetings with clients nationally
- Liaising with the Help desk team on resolving tickets
- Resolving and giving First line Support, from office and on site. (Using platforms such as Yodeck, Microsoft Azure and team viewer)

GET SET ACADEMY 2020 - 2023

I achieved Level 3 Apprenticeship qualification in Digital Marketing.

Supporting a team with advertising and growing the business nationally. Duties include;

- Digital Marketing
- Customer service - answering phone calls - selling the product.
- Search Engine Optimisation & Customer Relationship Manager
- Google Analytics

- Social Media
- Web design

WORK EXPERIENCE

Masjid Anisul Islam, Blackburn July 2020 - Present

Mosque Volunteer

- Helping those who attend worship to stay safe, maintain social distancing and adhere to government guidelines due to the impact of the Coronavirus and to ensure every persons
- safety, health and wellbeing.
- Volunteering consisted of helping out for a short time daily at an appointed time.
- Carried out essential tasks such as restocking, tracking and tracing stock to improve day-to-day operations.
- Voluntary job to help out at school and also to gain experience on handling cash, restocking, engaging with customers, etc.
- Answering phone calls
- Suggested additional items to customers, leading to an increase in average sales.
- Negotiated with suppliers to get the best possible value for money to make most profit possible. Ensured consistent adherence to School regulations and legislation to Maintain student compliance.
- Ummah Welfare Trust Blackburn as and when required Charity Shop Volunteer
- collected donations on busy roads with a charity bucket, socialising for a good cause and to help people less fortunate than ourselves.
- Handed out charity leaflets to various people at various events and gatherings.

EDUCATION

Tauheedul Islam boys High school, Sept 2016 – Aug 2020

GCSE Biology - 4

Chemistry - 4

Physics - 4

RE - 4

Maths – 5

Employability Skills - Passed

HOBBIES AND INTERESTS

- Football
- Watching movies
- Shopping
- Gaming

- Volunteering at school, community centres, places of worship, and other events.
- socialising with friends and family

REFERENCES

Available upon request