

Iqra Bi
17 Alexandra road
Tel: 07442 586097
Email: Biiqra989@gmail.com
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PERSONAL STATEMENT

Hi, my name is iqra, I am hard working, reliable, and very well presented with very high standards of personal appearance and also hygiene. I bring politeness and professionalism to the work area and my outgoing approach to patrons has helped develop higher customer satisfaction rates and a quality first impression which is essential for positive word of mouth. I propose a high level of confidence and combine it with my active listening skills and dedication to complete tasks at a satisfactory level. Handling and resolving customer needs and issues is one of my qualities that i possess. I am an easy-going person with a bright personality. I can push myself through adversity and bring the best results to anything I face I have a strong mentality. Working with children is my strongest strength. My communication skills are excellent, I can solve problems with customers in a positive manner. I make sure families leave in a positive mood with a smile on their face. I have worked in retail. My favourite part in retail is engaging with the customers. I make sure they are highly satisfied and have the best customer service as possible. I have shown leadership through taking some control of Mardin supermarket. I handle marketing and the shop. I love being behind tills making sure customers are left with a smile on their faces.

SKILLS

Fluent in Urdu.
Experience in customer service/business field
Effective teamwork and communication
Like a challenge
Responsive individual
work efficiently under pressure!
Young and reliable
Self-motivated
Sociable
Excellent customer service experience.

Experiences

I have excellent customer service.
Excellent at handling children.
Worked in M&S. (3 months)
I worked in a warehouse for a few months, company name CULINA.
I worked my way up in inflata nation as a staff member which leaded me into being leadership taking care of the team. (1 year)
Working at Mardin supermarket in darwen – role staff / manager (currently)

Education- The link academy 2016 - 2021
Sandwell college 2021 - 2023
Course - art (level2) (distinction
(English lit:4)
(English lang:5)
(Maths:4)
(Textiles:5)
Childcare level 2 diploma supporting teaching and learning. (merit – distinction)