

# ARZOO MAHMOOD

## PERSONAL DETAILS

13 Park Street,  
Great Harwood,  
Blackburn  
BB6 7BP

Contact Number: 07307600342

Email: [arzoomahmood20@icloud.com](mailto:arzoomahmood20@icloud.com)

Driver's License: None

Eligible to work in the UK: Yes

Highest Level of Education: Bachelor's in Criminology and Criminal Justice

## SKILLS SUMMARY

- Microsoft Office (7 years)
- Team Management (7 years)
- Art And Design (5 years)
- Legal (4 years)

## WORK EXPERIENCE AND EMPLOYMENT HISTORY

Voluntary Worker

Shelter UK - Blackburn

December 2019 to January 2020

My job as a voluntary worker at Shelter UK, is to assist people who have come out of prison and need assistance in reintegrating back into society comfortably and easily. It mostly included in scheduling appointments with them to assess what areas they need help with, whether it be bank appointments or helping them apply for jobs. Unfortunately, because of the pandemic that has occurred, my volunteering was put on hold, so I did not get as much as I could from the experience.

Receptionist

Sobia's Hair and Beauty - Blackburn May 2018 to January 2020

I have worked at the salon since it has been opened as the receptionist. In the role, I was required to take and arrange customers appointments whether it be over the phones or

face to face. I also handled the payments and deposits and in charge of locking up once the end of the day came and accounted for earnings made that day.

Call Centre Operator

Expert Review - Blackburn June 2019 to August 2021

In this job role, I was a call centre operator for a company that specialised in industrial deafness claims. I called people up who had worked in an industrial environment and ran through a specific criterion that showed whether they were entitled to a payout. I then offered them a free hearing appointment with a qualified audiologist that were based near their area if they wished to continue with their claims. I also specialised in housing disrepairs for people who were renting through the council or a housing association where the accommodation they were staying in were not liveable.

Customer Service Advisor

British Telecommunications – June 2022 to December 2023

In this job role, I mostly worked on the phones and assisted people who had taken out services with BT. My job role consisted of dealing with technical queries, dealing with failed orders or assisting people who were moving houses and wanted to take services across to the new address. This job role helped develop dealing with customers who weren't having the best of journeys with the company, multitasking as several systems had to be used and learning more about products and services the company had to offer to provide solutions to the customers.

## **EDUCATION**

Bachelors in Criminology and Criminal Justice

Blackburn University - September 2019 to 2022

GCSE's in Art

Norden High School and Sports College - 2012 to 2017

GCSE or equivalent in English

Norden High School and Sports College - 2012 to 2017

GCSE or equivalent in Maths

Norden High School and Sports College - 2012 to 2017

GCSE or equivalent in Science

Norden High School and Sports College - 2012 to 2017

GCSE or equivalent in ICT

Norden High School and Sports College - 2012 to 2017