

Saheed Ali

Personal Details

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Blackburn

Date of Birth: 25/04/1993

Lancashire

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Profile

As an individual, I am initiative, confident, ambitious and highly organised. I am applying for this opportunity to apply my skills, dedication and knowledge to a challenging role which will enhance my skills. I hold a BA(Hons) Degree in Commuting Policing and Justice Management. Throughout my time studying and working in different settings, I have expanded skills in many areas such as evaluating situations and complex problem solving in relation to practice. I have used these skills during my time as ;

- Student
- Youth worker
- Waiter
- Security supervisor
- Support worker
- Revenues and Benefits Assessment Officer.
- System Support Administrator

Throughout these settings I have used my initiative adjusting in challenging situations. As I am a fast learner, I have become confident in leading and working collaboratively with others as I have been positioned with higher responsibilities, such as training and managing newer members of staff. I am an extremely strong team player and team promoter, professionally, and within the local football team I play with. As a highly ambitious player within football I understand the importance of clear communication and management of an effective and hardworking team. I often take on leadership and management roles as I respect people's values, opinions and views.

I organise challenges in terms of time management and the capacity to work to deadlines, as working in busy work settings it is essential to be highly alert, organised and work at a fast pace due to high demands- in taking orders, serving, stock taking, money handling and table preparation. I have taken on more roles and responsibilities due to shortage of staff as I enjoy the challenges of working under pressure. Having experience working within a busy and well established restaurant and local youth zone with children and adults; I have strongly gained clear and positive communication skills adapting to a wide range of audiences and situations. Working with vulnerable people in confidential situations I have been known to be very reliable and trustworthy. I am always sure to apply and implement strategies, policies or procedures at the

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place of work. I have brilliant time management skills and I am very punctual. I am a flexible individual who is willing to contribute to help others.

Experience and Employment

Job Title -

System Support Administrator

08/03/23 till present

Role and responsibilities include:

- Liaising with external companies to assist with the onboarding/offboarding of internal staff
- Creating and arranging excel spreadsheets including data spreadsheets
- Assisting in the preparation and presentation of documentation/training materials
- Updating and maintaining system data accurately and efficiently
- Excellent communication and IT skills, with a focus on attention to detail
- Ability to meet deadlines - take responsibility for delivering tasks
- IT competent
- A flexible approach to work and a good team worker
- Highly organized with the ability to multitask whilst prioritising activities
- Full of energy and enthusiastic with a proactive & positive attitude

Essential skills -

- Providing telephone and email assistance via helpdesk ticket system & managing live chat, working within agreed service levels timescales.
- Performing administrative duties throughout the department
- Investigating and resolving customer complaints and see through to a satisfied conclusion
- Good working relationships within internal and external contacts
- Daily planning instructions communicated to the team to clarify tasks and responsibilities
- A strong user of Microsoft, organised and ability to work on my own initiative as well as a team
- Strong communication skills, both written and verbally. Ability to multitask and work well under pressure

Main role -

- Working on an internal project with the development team called BIPs (Broker & intermediary processing system) –
- Test Planning - Develop comprehensive test plans and test schedules based on project requirements and deadlines.
- Test Design - Collaborate with directors and brokers to define test cases and test scripts that cover functional, performance, security, and other testing aspects.

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- Test Execution - Oversee the execution of test cases and ensure that they are performed accurately, and defects are appropriately documented.
- Defect Management - Monitor, track, and report defects using defect tracking tools. Work with development teams to prioritise and resolve issues.
- Reporting and Documentation - Create and maintain test documentation, including test plans, test cases, and test summary reports. Communicate test progress and results to project owners.
- Training people on the new system and having teams as a platform for feedback and helping through teams.
- Testing the support system and ticketing system, monitoring, and measuring the questions/ feedback coming through and having user agent logins for visibility to see all deals as a level 15 user.
- Going through debugs and defects weekly
- Having a sprinting system for accuracy and consistency – different sprint levels for pushing live fixes into staging, going through rules and automations
- Working closely with the front-end developers and back-end developers and having daily/weekly zoom meetings.
- When looking for errors such as 400 or 404 opening network inspector – payload – API – console, finding the error code with the development team and creating screenshots and resolving the issues together. Looking at response times.

Essential part of the role is creating documents and raising tickets through -

- Jira service management
- osTicket – BIPs ticketing system
- Creating tickets, assigning, and reassigning
- Opening and closing tickets
- Reporting a bug
- Creating documents in the back end and making sure it populates in the correct format in the front end of the system. (Adding content blocks, creating fields through user definition & object definition)
- Creating rules for document configuration so documents and fields flow correctly (adding rule sequences)
- Using special description codes for pre-populating field definitions – adding Repeat dynamic for duplicating and having an option for multiple forms on documents to populate on the front end of the system.
- logging and creating user instances for customers and brokers through the Instance directory
- creating disclaimers and websites through website settings
- creating link validity – e.g., 5 minutes before session times out

Working for the company we had 4 Test sites to test the application –

- One for live deals
- One for staging and production
- One for testing
- One admin side to make changes.

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Job Title -

Revenues and Benefits Assessment Officer

14/11/22 - 14/02/23

Role & responsibilities -

- To maintain accurate Revenues and Benefits records including liability determination, household details, the awarding of discounts, exemptions and other reductions and the tracing of absconders.
- To respond to customers' personal, telephone and written enquiries concerning liability, bills and debt recovery notices. To assist and advise Customer Services staff.
- Having good IT skills was necessary as I was working with different applications eg;

Enterprise

North gate

CA-R

Net call

- To negotiate arrangements with customers for the repayment of outstanding arrears and to ensure that arrangements are accurately recorded and monitored.

Main area of responsibility -

- To deal with, and respond to, telephone/personal enquiries and correspondence from customers in respect of Council Tax and Housing Benefit arrears issues.
- To review and refer accounts for further recovery proceedings, including Enforcement Agents, Attachments of Earnings, Deductions from Benefits, Charging Orders and Bankruptcy.
- To liaise with Enforcement Agents by selecting and referring arrears cases and processing returned cases. To inform Enforcement Agents of account and/or liability changes.
- To instigate tracing procedures for absconding debtors and to refer and recommend debts to be written-off as irrecoverable where recovery procedures have been exhausted.
- To liaise with employers, DWP, landlords, agents, voluntary sector organisations and other council departments, third party organisations or government bodies, as necessary.
- Ensure that any suspicion of fraud or irregularity is investigated thoroughly and where necessary reported appropriately, including the Department of Work and Pensions.
- To assist with the inspection of properties working alongside the valuation office and inspection officers to resolve issues with liability, exemptions, reliefs or absconded debtors.
- To assist with the opening, scanning and indexing of Revenues and Benefits post items. Ensuring that all documents are promptly and accurately categorised for processing.

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- Establish liability, maintain and amend Council Tax records ensuring the correct liability for each property/account/invoice. Checking and issuing appropriate bills, invoices, forms and notices, in order to meet performance targets.
- Liaise with customers, interested parties including statutory and non statutory bodies.
- Resolve enquiries from customers and stakeholders, as appropriate. Provide explanations and clarification of decisions and give in depth advice and guidance relating to legislation, policies and procedures.
- Making decisions and taking the necessary action against accounts requiring recovery action.
- Making decisions and periodically reviewing discounts and exemptions. Determine sole or main residence and rateable occupation.
- Assist with the development and implementation of new working methods and systems.

Essential qualifications for this role -

- Gained Knowledge of computer systems including MS Office, NEC/Northgate Revenues and Benefits systems.
- I had the ability to review and input data into computer systems and to follow and implement detailed policies and procedures.
- Good interpersonal skills as I was engaging with other employees and I had the ability to work with other departments within the authority, landlords, business owners and customers etc.
- I had to possess an analytical mind and be able to use my own initiative to adapt to situations, whilst fulfilling duties whilst adhering to the Council's policies and aims and objectives
- When and if required I had the ability to deal with hostile and vulnerable customers ensuring situations are defused appropriately and issues fully resolved.

Job Title -

Support worker -

27/06/2022 - 18/09/2022

The key support worker skills and qualities I have include a number of transferable skills, such as literacy, numeracy, digital, interpersonal and problem solving skills.

The ability to work on my own initiative and prioritise workload; good listening and communication skills; a caring attitude; good customer service skills; and good writing skills to fill in care plans.

Being able to demonstrate key skills such as empathy, empowering people and working effectively as part of a team is also important, as we work with service users on a 1-1 basis.

Good leadership skills through empowering and encouraging people to live as independently as possible. As a support worker working in a person-centred way, in communication systems and how to promote independence and equality.

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We aim to improve people's skills in positive behaviour support, communication, working with families and carers, and assisting people with challenging and difficult situations – while also learning effective team work and how to support colleagues.

support worker transferable skills I hold are :

- Literacy skills.
- Numeracy skills.
- Problem solving skills.
- Interpersonal skills
- Good listening skills.
- Strong communication skills.
- Good writing skills.
- Good team working skills.
- Good leadership skills.
- Strong organisation and time management skills.
- Customer service skills.
- The ability to show initiative
- Patience
- Maintaining a calm demeanour in the face of challenging behaviours.
- Team Player.
- Patient Support. Fully trained in crisis prevention and behavioural support.
- The ability to work on your own initiative and prioritise your workload.

Support worker responsibilities -

- Providing emotional support to individuals and their families.
- Providing practical support for individuals and their families, such as helping with household tasks, personal care and paperwork.
- Supporting and monitoring their healthcare needs, including administering medication and temperature checks.
- Supporting them to pursue hobbies and interests.
- Supporting the learning of new skills or gaining employment.
- Teaching life skills, such as budgeting and paying bills.
- Helping with everyday tasks such as meal preparation, writing a shopping list, going shopping or maintaining their housing tenancy.
- Helping them to access community facilities and be included in community groups.
- Understanding their communication needs and adapting your communication to each individual, e.g. sounds, tones, body language.
- Working with other professionals, such as doctors and therapists, to ensure consistency of support.
- Analysing an individual's needs and drawing up a focused support plan.
- Becoming both a role model and companion to the individual and uncovering shared interests, such as hobbies and outings.
- Supporting and encouraging people to manage their own domestic responsibilities.
- Ensuring they are eating and drinking well.

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- Maintaining accurate records and reports.
- Assisting with financial responsibilities.
- Meeting their social, emotional and intellectual needs.
- Supporting them to take and monitor their medication.
- Communicating with relatives, friends and other health professionals.
- Helping with everyday tasks such as paying bills and attending appointments

Job Title -

Security Supervisor -

08/21 - 31/03/22

As a Security Officer/ supervisor I was responsible for:

- Ensuring buildings, valuables or people are safe and secure at the covid site.
- Patrolling, securing and monitoring premises.
- Carrying out structural damage reports.
- Working well as a team and individually.
- I have Excellent communication skills with site workers and patients as well as excellent awareness skills.
- I have good ethics, morals and principles.
- Having knowledge of the site and local emergency procedures.
- Good interpersonal skills and caring nature with flexibility to change tasks as and when required.
- This role requires excellent interpersonal skills and a supportive nature as I had willingness to work outside as you must be able to physically stand for several hours on the site just as I do as it is a RTS site.
- Commitment to the work and adhere to the strict guidelines and procedures required.
- Communicating with individuals that visit the site to be tested, ensuring they understand and are comfortable with the process whilst guiding traffic.
- Support and reassure the individuals.
- Take leadership when required.
- Notifying management of occurring needs for repairs and damages.
- Commitment to the work and to following the strict guidelines and procedures required.
- Good writing ability as we have to write up reports.
- Confident in dealing with situations and dealing with conflict.
- Strong communication skills and good verbal skills.
- Supporting test lanes and staff members as a supervisor.

May 2019 - May 2021

Job Title -

Retail security officer.

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As a retail security officer my main job was to keep a watchful eye on stock, staff and the customer. My primary role was preventing any theft or damage from taking place from within the store, but on some occasions I would also help customers just like a sales assistant.

I have good customer service skills as we would engage with customers, clients and visitors. throughout each shift, whilst remaining alert to security issues and keeping everyone safe as that is the number one priority at a big store.

When a theft or incident had taken place I have always written up a crime report and an arrest and deter report on a daily basis. These need to be accurate records as the police or courts may want to use them at a later date.

Security Officer Skills and Qualifications:

- Surveillance Skills.
- Dealing with uncertainty.
- Vital Judgment.
- Integrity.
- Safety Management.
- Professionalism.
- Reporting Skills
- Honest.
- Punctual.
- Confident in dealing with situations and dealing with conflict.
- Strong communication skills and good verbal skills.
- Polite and helpful.
- Good writing ability as we have to write up reports.
- Ability to adapt and deal with the unexpected.
- Using the IC codes describing suspects.

Duties:

- Patrolling the shop floor.
- Monitoring surveillance through CCTV.
- Inspecting the building and access points.
- Permitting entry.
- Guarding staff on cash checks.
- Assisting G4S with cash checks.
- Guarding Stock on stock checks.
- Checking bags.
- Working alongside the police and town mall security.
- Detaining suspects in the holding room taking vital details whilst waiting for assistance from the police or town

March 2019

SIA QUALIFICATION - Door supervision.

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Role- front line.

Licence number -1015854220164151

July 2013 till April 2017

Job Title -

Voluntary Youth Work Coordinator & Administrator

Blackburn Youth Zone

Duties:

Responsibilities Mentoring children from age or 8-13

- Assisting with record keeping, writing reports, filling in and organising paperwork.
- Filling out paperwork, filling and entering all data into a computer.
- Filling out risk assessments when necessary and filling updates.
- Logging incidents on the computer system.
- Contacting parents through email and phone, responding to emails in a timely manner.
- Encouraging children to participate in various sports activities.
- Leading sports activities and supporting within coaching.
- Provide stimulus activities.
- Interacting with a varied age range of children, setting goals for them to become more confident individuals.
- Liaising with staff members.
- Adhering to the policies and procedures of the setting.
- Promoting young people's interests.

April 2012 – September 2023

Job Title - supervisor

Barton Bangla Brasserie

Duties:

- Interacting with customers in a polite manner and making sure they are satisfied with the customer service.
- Instructional and administrative duties

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- Working under pressure in handling large amounts of orders in a busy environment.
- Using numeracy skills in adding costs and summing up the final bill.
- Ensuring the restaurant and tables are well presented at all times.
- Working within a team whilst directing and giving orders while supervising other staff.
- Packing large volumes of takeaway packages.
- Adhering to the policies and procedures of the setting.
- Unloading orders from lorries and organising stock.
- Reorganising furniture within the setting, lifting and moving.
- Dealing with challenging situations face to face and on the phone - contacting customers and taking payment
- Dealing with difficult situations with customers in a professional manner
- Using customer services

Education

- **BA(Hons) Commendation in Community Policing and Justice Management**
University Centre at Blackburn College
September 2011- June 2014
Topics covered- Organisational Behavior, Managing Diversity, Community Cohesion, Ethics and Integrity in Policing, Victimology, Voluntary Organisations and Partnership Working, Social Policy, Risk Management and Managing conflict
- **Level 3 in Public Services**
Blackburn College,

Blakey moor, Blackburn

September 2009- June 2011
- **MERIT 4 B's in BTEC SPORT**
Sept 2004- June 2009,
Beard wood High School, Preston New Road, Blackburn
- **GCSE**
Sept 2004- June 2009,

Beardwood High School, Blackburn

GCSE English C

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GCSE RE	B
GCSE IT	C
GCSE Science	C
GCSE Maths	C

Key Skills

- I have excellent language skills and can speak confidently in English and Bengali. I also have basic knowledge of Urdu and Punjabi.
- I am computer literate with Microsoft applications such as excel and PowerPoint.
- Safeguarding course
- Customer service Training
- Youth Worker Training
- Athletic skills- very energetic and work at fast pace

Hobbies and Interest

I hold a great passion in playing football as I play with and lead the local teams a few times a week. I have attended Blackburn Rovers academy for a short period of time; also attended Preston academy for trials as well as receiving a letter from Bolton academy to play. I am a very athletic person and I also enjoy leading a healthy and active lifestyle; I attend the gym on a regular basis and watch football. I enjoy listening to music, politics, reading books, particularly non-fiction books. I like travelling and would like to experience different cultures and lifestyles from around the world.

References upon request