



Halimah Kouser



Professional Summary

Ambitious law undergraduate student with the drive to be an all-rounded individual in many aspects of life, obtaining many relevant work experiences including customer service, managerial roles and voluntary legal experience. Confident, reliable and able to work well in a team as well as take lead of tasks and use initiative. Determined to secure qualifying legal work experience to accompany my law studies.



Work History

07-2019 -

Voluntary

Lawson Taylor Law Firm, Blackburn

- Maintained energy and enthusiasm in a fast-paced environment
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Helped with office tasks, taking messages, scanning documents and answering phone inquiries.

07-2024 -

Ongoing

Voluntary- Legal internship

ACAA

- Supporting refugees and migrants with education, skills, language, mental health, legal and advice services.
- Completing tasks such as excel sheets, research tasks and event organising

07-2020 -

Current

Assistant Manager

LammackWoodfiredPizza, Blackburn



Contact

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Blackburn

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Skills

Excellent written and verbal communication skills

Ability to multitask

Business Development

Administrative support

Marketing analytics

Online marketing strategies

Companionship and emotional support

Sales proficiency

Team Building

Account updates

Schedule Management

Quality assurance

Sales proficiency

Sales expertise

Customer service

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Introduced new products or services, increased marketing activities and improved customer service to drive sales.
- Developed strategy to increase sales and drive profits.
- Reviewed sales and gross profit report to assess company efficiency.

06-2020 -

● **Advertising and marketing manager**

06-2021

Stage 3 Marketing, Blackburn

- Analysed and reported social media and online marketing campaign results
- Developed marketing content such as blogs, promotional materials and advertisements for social media
- Improved page content, keyword relevancy, and branding to achieve search engine optimization goals.

06-2022 -

● **Customer Service Advisor**

12-2022

Scottish Power, Glasgow

- Employed by CapitaPLC
- Handling a variety of different calls including organising payment plans and general customer service advice on energy consumption
- Handled phone calls to address customer inquiries and concerns and consulting with team and supervisors to achieve the best possible solution.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.

01-2021 -

● **Healthcare Assistant/ Support worker**

Ongoing

Cavalry healthcare ltd, Bibi Healthcare, Young People First, Mon Ami Ltd.

- Assisted with patient hygiene, physical comfort, eating and drinking and mobility while observing and reporting specific changes.
- Maintained clean environment with due consideration to health and safety issues and infection control policy.
- Worked with other NHS professionals such as social workers to maintain safety for Young People in care and within the community.
- Promoting independence by assisting clients with access to the community and local facilities such as education and banking
- Aiding clients with many different types of Admin work

08-2018 - ● **Voluntary**

08-2018 NCS, Blackburn

- Volunteered with groups and organizations to help make measurable differences for program recipients
- Assisted with event coordination and on-site support
- Helped with natural disaster cleanup and assisted with restoration tasks after incidents
- Engaged in community outreach to aid program mission centered on community support and enrichment
- **Ferrier court elderly independent living 2019**
- Re-renovating the garden area for residents
- Getting to know residents and talk about mental health issues e.g., loneliness within the elderly
- Creating a campaign to raise awareness of these mental health issues
- Be empathetic and patient towards elderly



Education

Law LLB undergraduate degree

10-2021 - ● The Open University

- Ongoing
- Currently studying a Law LLB degree with integrated SQE modules during the third year of studies.

09-2018 - ● **A-Level**

06-2020 Blackburn College - Blackburn

- Awarded Grade A-D in; Law, English Literature, Business Studies

GCSE

Pleckgate High School - Blackburn

- Awarded Grade 4-9 in; Mathematics, English Language, English Literature, Business Studies, History, Religious Education, Combined Sciences, Child Development

References provided upon request