Rizfah Irshad

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PERSONAL PROFILE

A detailed oriented and highly motivated criminology graduate with deep understanding of criminal behaviour, justice systems and evidence based practices. Recognised for exceptional analytical, research and investigative skills as well as effective communication. Skilled in problem-solving, teamwork, and adapting to diverse challenges, with a commitment to delivering impactful solutions through a results-driven mindset.

Manchester Metropolitan University, *BA (Hons) Criminology*   **2021-2024**

Grade: First Class Honours
Key Modules:
- Working with Quantitative Evidence (72)
- Understanding Crime and Deviance (85)
- Sociological Psychology (75)
- Quantitative Data Analysis (77)

Queen Elizabeths Grammar School   **2014-2021**

A Levels:
History (B) English Literature & Language (B) Ethics & Philosophy (C)

GCSE : 10 A-C

EXPERIENCE

Dominos Pizza
Team Leader, Burnley/Colne   **2019 - 2023**

- Ensuring excellent product quality and adhering to company standards
- Engaging with customers through telephone calls, receiving orders and dealing with concerns providing a satisfactory standards
- Delivering clear and accessible training for new team members, equipping them with essential skills
- monitoring inventory levels.

Greggs   **2023 - Present**
Retail / Customer Service Assistant , Burnley
- Upholding a positive brand image
- Prepared and served fresh food and beverages in line with company standards and food safety regulations
- Assisted in stock replenishment, ensuring shelves and displays were well-stocked and visually appealing
- Feedback to store management on any team member or customer issues
- Handling cash and card transactions using the point-of-sale system.
- Completing regular training modules to stay updated with industry trends to improve job performance.

SKILLS
- Excellent customer service   - Data Analysis: SPSS (Advanced)   - Teamwork and collaboration
- Innovation   - Conflict resolution   - Leadership