

Husna Gohar

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Education:

Lancaster University

Law LLB student

Burnley College (2019-2021)

A Levels - Law (A), Biology (B), Chemistry (B)

Blessed Trinity R.C College (2014- June 2019)

9 GCSE's, grade A-C including Maths and English

Bronze and Silver Duke of Edinburgh's Award

Legal experience:

Citizens Advice Bureau - Advisor (current)

- Provided client consultation and support by active listening and problem solving during interviews
- Drafted legal letters, emails and other legal documents for clients
- Researched current legal issues with a network of people and charities to ensure accurate and reliable information.

- Worked on cases under the supervision of experienced advisers and other members of staff

Volunteer Caseworker for Immigration and Asylum Refugees – Care4Calais

- Offered emotional support and guidance to refugees dealing with sensitive and challenging situations
- Assisted in organising sessions for refugees on topics such as legal rights and language skills
- Referred refugees to relevant services such as counseling, healthcare and housing.
- Conducted interviews with refugees to understand their needs

Legal Advice Clinic advisor

- Conducted client consultations seeking legal advice and actively listened to gather relevant information to assess their legal needs
- Researched legal issues related to client cases
- Drafted legal documents such as legal letters of advice explaining their rights, options and potential courses of actions
- Engaged in ongoing training sessions to keep up to date with laws and regulations

Ethnic Minority Reciprocal Mentor

- Established rapport and trust with other mentors and staff creating a safe and supportive environment for open dialogue and sharing
- Shared perspectives and insights on navigation workplaces as an ethnic minority
- Encouraged reflection on experiences and provided constructive feedback to help mentees learn and grow

- Embraced and encouraged cultural exchange, understanding and appreciation between myself and others
- Provided cultural sensitivity, commitment and excellent communication skills

Office administrator – A1 Used Car Spares Ltd

- Handled emails, answered phone calls and facilitated internal and external communication
- Maintained and updated files, databases and records in both physical and digital format
- Arranged appointments, meetings and managed calendars
- Assisted employees with administrative tasks, providing support where necessary • Assisted with invoicing, expenses and basic task

Non legal experience:

Morrison's Customer service assistant (Current)

- Provided customer satisfaction by answering queries and dealing with unsatisfactory customers.
- Strong work ethic and picking up extra shifts when necessary, working flexibly
- Multitasking e.g dividing attention to customers whilst fulfilling job duties.
- Built relationships with customers through active listening and portraying compassion
- Required knowledge of consumer and business policy, but also the law.

Sainsbury's Online Assistant (2021 – 2023)

- Provided customer service when the store opened
- Undertook tasks and ensured all targets and deadlines were met for the day

- Provided excellent teamwork skills by taking on extra work on behalf of other colleagues when needed.

The Perfume Shop Christmas Sales Assistant (2022 – 2023)

- Engaged with customers and answered queries with regards to specific perfumes and certain scents.
- Conversed with customers on a daily basis and provided a positive experience for all customers served.

Texaco customer service assistant (June 2022- October 2022)

- Handled substantial responsibilities alongside academic studies.
- Developed important teamwork and leadership skills.
- Maintained an inclusive environment when welcoming customers into the store.
- Enhanced knowledge of diverse cultures to build meaningful relationships with customers.

Additional Skills:

- Experienced in retail
- Bilingual in Punjabi and Urdu
 - Proficient in software, research databases and document management systems
 - Skills in data analysis
 - Confident in public speaking
 - Proficient in conducting in depth research
 - Excellent in drafting formal documents
 - Empathetic and cultural sensitive

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Hobbies and interests:

- Actively goes to the gym
- Travel to new places often
- Enjoy sports and fitness activities
- Participated in charity events
- Volunteered at a secondary school summer school programme and took part in organising their activities.
- Participated in the NHS careers nursing day and the NHS theatre day.

References:

Available upon request