

USMAN MUHAMMAD

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PROFESSIONAL SUMMARY

An organised, driven, adaptable individual with an excellent education record. Friendly, knowledgeable and hard-working team player with a background across diverse industries with proven success in satisfying objectives. Focused on helping others with quality service with good conversational and time management abilities.

EDUCATION

Sep 2019 - Jun 2021

A-level Biology, Chem, Maths

Nelson and Colne College

Jan 2014 - Apr 2019

Secondary Education

Pendle Vale College

QUALIFICATIONS

GCSEs: 10 7 – 9 (A - A**) including Biology (8), Chemistry (8), Maths (8), Further Maths (B), Physics (9), English Language (8) and French (9)

A-Levels: Biology (A), Chemistry (A), Mathematics (B)

WORK HISTORY

Jul 2022 - Sep 2022

B2B Telephone Interviewer

Iff Research - Remote

- Gathered information to develop data and improve statistical analyses.
- Engaged participants using excellent interpersonal and interviewing abilities.
- Built rapport with participants to gain maximum insight into specified research areas.
- Entered participant responses onto database using computer-assisted interviewing system.
- Followed scripts, questionnaires and survey templates to ask specific questions.
- Kept information stored and recorded securely to meet confidentiality requirements.
- Demonstrated excellent telephone manner and use of call handling technology to manage calls daily.
- Worked quickly to meet strict research deadlines, minimising project disruptions.

Jul 2021 - Sep 2021

NHS Test & Trace Campaign

NHS - Remote

- Conducted phone-based interviews with individuals who tested positive for COVID-19 to trace their recent contacts, providing information about self-isolation requirements and guidelines.
- Entered data electronically to ensure comprehensive tracing records.
- Participated in team meetings to stay updated on new policies.

Dec 2019 - Mar 2020

Pendleside Hospice Volunteer

Dec 2019 - Mar 2020

Burnley General Hospital, Elective Care Centre Volunteer

SKILLS

- Communication - Able to fluently speak Italian, Urdu, Punjabi and good French. Able to communicate effectively to people of different ages and backgrounds.
- Leadership and Decision Making – President of Student Hub in college, responsible for team in ensuring everyone is working well and making decisions alongside college governors for future arrangements and projects.
- Instructions – accurately followed instructions from nurses, doctors and carers whilst volunteering at Burnley General Hospital and Pendleside Hospice for four months.
- Friendly and empathetic – Mentored younger students weekly for reading and English for one year at secondary school, discussing areas of concern and enhancing their approach to school. Created a strong connection with students.
- Teamwork – Worked effectively in a team during Duke of Edinburgh expedition. Remained calm under pressure as a team during difficulties, using initiative to get to a solution.
- Independence and confidence – Done many speeches about concerning world issues in front of large groups. Taken part in COVID-19 campaigns to spread the message to local community regarding testing and vaccinations; appeared on the radio and Live TV news to raise maximum awareness.
- Data Entry
- Telephone etiquette
- Fast typing speed
- Data confidentiality
- Excellent timekeeping
- Customer Service

- Multitasking

AWARDS, ACCOMPLISHMENTS, AND HONORS

- CREST Discovery Award for engineering Feb 2016
- Pendle Employability Award – Gold Award Sept 2018
- Duke of Edinburgh Award – Bronze Award Sept 2018
- National Citizen Service Certificate Sept 2019

HOBBIES AND INTEREST

- Politics
- Badminton
- Gym

REFERENCES

References available upon request.