

Shahzadi Zarah Khan

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PERSONAL STATEMENT

A self-confident graduate seeks employment within a dynamic organisation, to further develop and utilise existing abilities. Ambitious and eager to learn and able to adapt very quickly to any given environment. A team player who is easy to get along with, can work on own initiative with a strong determination to succeed.

EDUCATION & QUALIFICATIONS

<i>The Law Society</i>	November 2022
Immigration and Asylum Law Accreditation: Trainee Casework Assistant- Result: Pass	
<i>BPP University</i>	January 2019 – September 2020
LLM LPC Legal Practice (Solicitors) - Result: Pass	
<i>BPP University</i>	January 2017 – December 2018
Graduate Diploma in Law - Result: Pass	
<i>University of East London</i>	September 2011 – June 2014
(BA) Human Resource Management with (BSc) Psychology - Result: 2:1	

EMPLOYMENT HISTORY

<i>Silk Route Legal</i>	March 2023 – Present
Paralegal	
<ul style="list-style-type: none">Successfully multitasking when liaising with multiple clients to determine if they meet the requirements for a Sponsor Licence application.Reviewing, compiling and submitting company documents for the Sponsor Licence and Priority service application.Paying attention to detail while working closely with stakeholders to reach determinations for applications such as skilled worker visa, PBS, Star-up, Innovator or Global Talent – Partner visa/Child visa, Set (O) and SET (M).Advising and preparing clients on their immigration matter such as, their initial screening interview and substantive asylum interview.Displaying strong planning, prioritisation and organisational skills and ability to work under pressure on diverse set of competing tasks and issues.Strong written and verbal communication skills, including the ability to present complex information and analysis to senior stakeholders in a clear and concise manner via means such as a company newsletter.Handling monetary transactions for clients and generating invoices using the LEAP software.	
<i>Thompson & Co Solicitors</i>	November 2022 – March 2023
Paralegal / Trainee Casework Assistant	
<ul style="list-style-type: none">Drafting legal documents and correspondence such as, client care letters, application registration card requests, permission to work requests, pre-action protocols, change of address letters to the Home Office and chasing Home Office decisions.Ensuring legal laid guidance is followed when handling my own case load from file opening and attending clients to drafting witness statements, completing preliminary information questionnaires, drafting post screening and asylum interview submissions and completing change of circumstances forms.Completing applications such as legal help form, SET(P), appendix 4 VAF4A and nationality.Meeting the billing target and recording all work on Law Fusion software.	
<i>Burney Legal Solicitors</i>	March 2022 – November 2022
Paralegal	
<ul style="list-style-type: none">Drafting legal documents such as, detailed client care letters, cover letters, witness statements and Pre-Action Protocols.Interviewing clients to complete the appropriate application forms, draft witness statements and cover letters.Handling my own case load from the initial review of the client's documents to completing and submitting application forms such as, FLR (FP), FLR (M), SET (M), Form (T), Form (AN) and then drafting and uploading the documents required.Conducting legal research to draft responses to application refusals.Supporting fee earners with their case load by proofreading legal documents.Administrative duties such as taking phone calls, scheduling consultations, organising diaries, answering correspondence and filing documents.	

Clair Vision Opticians**July 2018 – March 2022**

Manager / Assistant Dispensing Optician

- Recruiting, training and managing eight members of staff. Created a training document for new and existing members of staff to use as a guideline and reminder of legal and sales procedures to follow.
- Coaching, disciplining and giving feedback to employees. Carrying out disciplinary action to ensure company policies are complied with.
- Assessing cash flow requirements, current assets and potential account structures and funding sources.
- Representing the company's director in meetings and creating a report for the handover of information to the director.
- Managing appointments by updating and filing a daily average of 15-20 patient records using the Optisoft application while ensuring compliance with GDPR.
- Managing the company's and the director's diary.
- Dispensing optician – calculating and determining appropriate lenses and using optic machinery to resolve customer service problems, such as, problems with prescriptions, lenses and spectacle frames.

Citizens Advice Merton and Lambeth**May 2018 – January 2019**

Gateway Assessor / Information Volunteer

- The first point of access for clients and when they call the national telephone service number and providing clients information from the Citizens Advice online information system and legal sources.
- Refer clients to more specialist advice where needed.
- Maintain records of all clients cases on the database.
- Help prevent future problems for wider society by identifying issues that affect a lot of our clients.
- Manage customer appointments and ensure compliance with GDPR.
- Help clients access use the Citizens Advice website and locate relevant information for their queries.
- Deal with difficult situations and customers with mental health concerns that require advice.
- Assist customers who are not fluent in English; this requires patience and understanding.
- Maintain notes and research to campaign for improvements to processes and procedures.

Victoria's Secret UK Limited**January 2018 – July 2018**

Sales Associate (fitting rooms)

- Contribute to daily strategy meetings and communicate team goals to colleagues.
- Efficient completion of all necessary administrative and resource management tasks.
- Responsible for opening, preparing, managing and closing the department, including queue management and customer traffic.
- Developed requirements gathering skills and product knowledge to ensure customer needs are met.
- Maintaining product and visual displays, adhering to specific brand and department standards.
- Clear and discreet communications with the Asset Protection Officers. Requires a high-level of patience and personal integrity especially due to management of money.
- Completing security checks, stock control and product replenishment according to protocol and completing related paperwork.
- Strong relationship management abilities have contributed to consistently meeting my sales targets.
- Adaptive and strong learning ethos and always seeking to further develop personal skills and abilities.

Harrods Limited**November 2016 – January 2018**

Sales Associate (Traiteur department)

- Consistently rated above target (93%) for customer satisfaction and expectations through efficient till management skills and resilient complaints handling of difficult customers.
- Responsible for presenting and organising food for the opening of the store. Attention to details, particularly when calculating stock inventory and wastage record keeping.
- Effective adherence to food safety policies, procedures and regulations.
- Excellent communication abilities especially with customers whose first language is not English.
- Developed persuasion & problem-solving skills when dealing with the kitchen staff and chefs.

LANGUAGES & SKILLS

- English (Fluent), Urdu (Fluent), and Punjabi (Basic).
- Microsoft 365.
- Marketing expertise using online and social-media tools, project management, leadership skills and basic accounting skills.

REFERENCES

Available on Request