

Shaima Salim

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Professional Summary

Motivated and versatile individual with a strong background in customer service, office administration, and teamwork. Holds a Business and IT certificate, with hands-on experience in office environments, retail, and community volunteering. Passionate about delivering excellent service, staying organised, and adapting to dynamic work settings.

Work Experience

Bagel Shop – Billy's Bagels

Customer Service Assistant

- Provided friendly and efficient service to customers, ensuring a positive experience.
- Handled cash and card transactions accurately and maintained the cash register.
- Assisted with food preparation and maintained cleanliness in the shop.
- Managed inventory restocking and coordinated with team members to ensure smooth operations.

Office Assistant – [Worked with Uncle]

Office Administrative Support

- Assisted with data entry, document organisation, and filing.
- Responded to emails, scheduled meetings, and handled basic office tasks.
- Maintained office supplies and ensured a smooth workflow.

School Volunteering St Mary's c of e primary school

Volunteer

- Assisted in organising school events and activities.
- Supported teachers with administrative tasks and student coordination.
- Helped create a positive and engaging environment for students.

Youth Club Volunteering – Youth on solid ground

Volunteer

- Helped organise and lead youth programmes and activities.
- Provided mentorship and guidance to younger members.
- Assisted with event planning and coordination.

Skills

- ✓ Strong customer service & communication
- ✓ Office administration & data entry
- ✓ Cash handling & POS systems
- ✓ Organisational & multitasking skills
- ✓ Problem-solving & teamwork
- ✓ Proficiency in Microsoft Office (Word, Excel)

Education & Certifications

Manchester academy (GCSE's)

- 9 GCSEs from grades 9-4 including English Maths and Science

Xaverian College

- Certificate for BETC Double Business
- Certificate Information Technology

University Of Salford

- Currently in first year studying, Business Management Innovation and Technology

Availability

Flexible for part-time shifts, including weekends, evenings and some weekdays

References

Available upon request.