

Miss Thaiba Zaib

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Profile

Hard working, enthusiastic and optimistic individual with a great sense of humour that excels at building lasting customer relationships in established, fast paced workplaces. My peers recognise me for my problem solving and multi-tasking, noting them as my strengths. Due to my passion for organising charity events outside of work, I am keen to build on my management and logistical skills.

Relevant Skills

- Determined individual who meets deadlines and is extremely organised.
- Problem solving & taking on new challenges.
- Excellent attention to detail.
- Good communication skills.
- Studied a range of topics during my BTEC Level 2 and Level 3 Diploma in Business including market research, business purposes, analysing cash-flow, different types of businesses and how to create a small business.

Work Experience

DHL Cross Border Solutions, Staines

Junior Customer Support

(July 2020 – October 2020)

DHL is the world's leading logistics company. My role was based in the Cross-Border Solutions team and my responsibilities consisted of:

- *Handle general Customer queries (via phone and email)*
- *Track parcel queries*
- *Generate weekly and monthly KPI Reporting*

Lane4 Management Group Ltd, Maidenhead

Client Services Co-ordinator

(September 2019 – July 2020)

Lane4 are experts in people performance, operating across a global network of clients to deliver people performance & leadership interventions. My role in this as Client Services Co-ordinator largely revolved around operational & logistical deliverables for a large-scale client.

In particular, my responsibilities included:

- Acting as a main point of contact for external & internal stakeholders.
- Assisting with the project plan – maintaining daily trackers, scheduling, equipment & resourcing.
- Ensuring client SLAs & client policies are met.
- Organising virtual workshops as well as sending calendar invites to clients and associates.
- Booking venues & travel arrangements for consultants.
- POD contribution – run unbilled report first Friday of every month and run planned Vs actual report for each Ops POD meeting.

Operations Assistant

(May 2018 – September 2019)

Prior to my promotion to Client Services Co-ordinator, I worked as an Operations Assistant; a fast-paced environment which required strong organisation and forward-thinking skills to ensure vital logistical deliverables were met. This involved:

- Liaising with client service managers/co-ordinators daily.
- Creating and sending out kits to a high standard and within the timescale.
- Booking flights/hotels/transfers for Consultants and Associates.
- Using Microsoft office skills by analysing data from evaluation forms & running "planned vs actual" reports.
- Liaising with different departments to understand their roles and how we all work together.

The Northview Group - Acenden Ltd, Maidenhead
Service Advisor

(November 2016 – February 2018)

My role as a service provider at Acenden Ltd, a mortgage servicing company, involved providing exceptional customer service. My responsibilities were mainly to:

- Accurately recording information/events on to the administration systems which have been discussed via telephone.
- Go through income and expenditure to help rehabilitate customers and come to an affordable arrangement.
- Ensuring tasks/decisions taken place are made in line with Client Policy and Financial Regulations & Legislation.

Holiday Inn, Maidenhead
Receptionist

(July 2015 – November 2016)

- Providing exceptional customer service at check in and check outs.
- Learned how to book reservations through various third parties.
- Exceeding target by up selling guests to becoming IHG reward members.

Odeon Cinema

Team Member *(November 2013 - August 2015)*

- Dealing with guest and providing excellent guest service.

Sports Direct

Casual Assistant *(October 2011-2013)*

- Stock replenishment of shoes, clothing and sports equipment.
- Working on tills

St Joseph's Church - Part-time Teaching Assistant *(September 2008- July 2010)*

- Helping the children in small groups and one-one to ensure that they understand the work that was set.

Vision Vehicle Solutions - Secretarial helper for work experience *(June 2009)*

Qualifications

September 2011- June 2014 (Reading College)

- *BTEC National Diploma and Extended Diploma Level 3 – [Pass, Pass, Merit]*
- *BTEC First Diploma in Business Level 2 – [Merit]*
- *Functional Skills Level 2 English - [Pass]*

September 2005 – 2011 (Newlands Girls' School)

- *Travel and Tourism & BTEC Retail Level 2*
- *GCSE Maths & English*

Interests

- Trying out new activities, building my confidence (e.g. boxing and swimming).
- I enjoy travelling, experiencing different places and learning about cultures.
- Frequently assist with charity events (e.g. help for Syria) and convoys to third world countries.

References available upon request