**Not needed** 27 purely road

**Curriculum Vitae**

**Vishal Soma**

Leicester

LE4 6PB

07368500009

[tandelvishal00@gmail.com](mailto:tandelvishal00@gmail.com)

**Personal profile**

I am a very organised, trustworthy and confident individual who likes to maintain regular attendance whether in education or in work. I am flexible person. I enjoy meeting and greeting people in my personal life and in working environment. I enjoy delivering prominent level of customer service and love to increase sales of the company with my skills. I am a person who has a keen interest technology. I am honest, self-motivated, committed, trustworthy, adaptable and flexible and has always taken pride in handling challenging situation quickly and skilfully. I love to program on computers and enjoy the process of learning. I like to learn coding and matrices and I use YouTube as a platform to learn in my own time. I have a dynamic personality with clear understanding. I'm a person who enjoys high-quality communication with others.

**Education**

**De Mont Fort university, Leiceter September 2018 – present**

BSC Computer Science – year 1 – First class

BSC Computer Science – year 2 – First class

BSC Cmputer Science – Final year

**Leicetsrer college, Leicester September 2016 – July 2018**

IT Users BTEC Extended Diploma Level 3 in Networking and Software – Grade D\*D\*D

GCSE Maths – Grade 4

GCSE English – Grade 4

**BTEC IT Level 2 Extended Certificate Sept 2015 – Jun 2016**

functional skill English Level 2 – Pass

functional skil Maths Level 2 – Pass

**Skills Profile**

* Strong awareness of the health and safety protocol
* Self-motivated bold individual and work focused.
* Very focused and determined when resolving problems while developing websites and programs.
* Keen on learning and improving my skills in all factors such as developing programs.
* Great skills with modern technology in all the aspects.
* Passionate to learn something new every day.
* Ability to read customers confidently and talk fluently in different languages.
* An excellent team player and can work independently.
* Ability to give prominent level of customer service and great communications skills.
* Holds full UK driving licence.

**Work experience**

**Domestic and general, Notthingham October 2020 – present**

**Role: Customer Support Advisor – Regulated**

* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Ensure customer satisfaction and provide professional customer support.

**Amazon Fullfillment Centre, Kegworth August 2020 – September 2020**

**Role: Warehouse operatives**

* I have to deal with goods and products that come into the warehouse or a stockroom.
* Daily tasks would include, checking for damaged or missing items, moving stock around by hand, picking and packing orders and keeping the paperwork up to date.
* Collating and processing initial order sheets for incoming and outgoing goods
* Ensuring the accuracy and quality of all goods are first class
* Loading and unloading delivery vehicles
* Liaising with transport companies regarding timeframes and deadlines
* Picking and packing
* Making sure all stock is labelled and stored correctly
* Carrying out health and safety checks

**KFC restaurant, Leicester**

**Role: Shift Runner November 2015 – November 2020**

* Leading and motivating team and dealing with all the team issues being a team leader.
* Maintain my position in top sales advisor to set an example for my team.
* Dealing with all the customer and solving any queries they have regarding the foods, colonel app or even with their bills.
* Making sure all the products are correct for customers.
* Dealing with all the technical issues for store such as network printers or POS issues as well as customer’s problems with their food.
* Working productively in a team and even on my own.
* Regularly getting training on KFC’s training website to get my knowledge stays up to date on all the new products, fire safety and even healthe and safety.
* Achieving daily personal targets and helping store towards completing store targets.
* I have to do cash handling and make sure that theres no issue with it.

**Primark, Leicester**

**Role: Sales Assistant June 2019 – September**

* My job was too provide good customer service to the customer. As I was the cashier, I was the face of th primark so I had to be very professional with the customer.
* I had an responsibility of the money in the till.
* I had to be very helpfulll to the customer.

**Unique Mobile Solution, Leicester**

**Role: Sales Associate and Cashier February 2015- November 2015**

* Carrying out money exchange task and creating clean transactions for Western Union.
* Merchandising product in an attractive way
* Dealing with client and explain about the product in depth
* Matching business standards, wearing formal clothes and presenting myself in a formal professional way
* Serving customers over phones and answering any queries.

**Samworth Brothers (Saladworks), Leicester**

**Role: Machine Operator July 2014 – February 2015**

* My job was in food factory (Salad work). I joined salad work through the Ala Carte agency.
* My role was the batcher and I have to collect different items (foods) from the different places (chiller).
* My other role was to handle the mchine which packs all the product by itself.
* I have to make sure that the foods is not expired.
* I also have to gather all the product to the assemble point and machine will do its job.

**Reference**

**Available upon request.**