

## Education

### Queen Mary University of London

2024-2027

Currently studying for an undergraduate degree in Mathematics

Relevant Modules:

- Statistics- acquired proficiency in R (programming language), applying this in data analysis and visualisation
- Programming- strengthened programming proficiency in Python

### Mayfield Grammar School Gravesend

2016-2023

A-Levels in Maths, Physics, and Psychology

12 GCSEs

## Experience

### Marks & Spencer

#### Retail Assistant

Oct 2023 - Present

- Influenced a 3% improvement in customer satisfaction scores by consistently resolving customer queries and ensuring accurate order processing.
- Handled high volumes of customer inquiries daily, resolving issues efficiently while maintaining store service standards.
- Developed strong customer service, communication, and problem-solving skills.
- Exceeded service targets by maintaining accuracy in order processing and strong attention to detail in high-pressure situations.

### ICAEW Chartered Accountants

#### Online Work Experience

Feb 2023 – Mar 2023

- Expanded knowledge of accountancy through a structured programme, covering key topics including bookkeeping and financial reporting.
- Gained exposure to 4 key areas of the financial sector and developed knowledge of industry standards.

### REED Recruitment Agency

#### Online Work Experience

Jun 2021 – Jul 2021

- Produced a recruitment marketing advert during a 1-week work experience, liaising with 3 recruiters and presenting work to senior staff, gaining firsthand insight into agency operations.

## Certifications

### Bloomberg Market Concepts (BMC), Bloomberg LP

Sept 2025

- Achieved Bloomberg Market Concepts certification, completing a 10-hour programme in Equities, Fixed Income, Currencies, and Economics.
- Navigated Bloomberg Terminal functions to source, interpret, and evaluate real-time financial data.
- Applied equity valuation methods, yield curve analysis, and FX market assessments to practical case studies.
- Enhanced ability to synthesise market insights and communicate findings to support investment decisions.

## Projects:

Portfolio: <https://zahrang.github.io>

- Interactive showcase of finance projects
- Created using knowledge of R Studio and Python

## Languages:

- Native proficiency in English
- Native proficiency in Punjabi