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| |  |  | | --- | --- | | Marker | 10 Northfield Road  Hounslow Middlesex  TW5 9JF | | Receiver | [07546152239](tel:+123123456789) | | Envelope | [S.Iali@outlook.com](mailto:S.Iali@outlook.com) | | Link | [in/sharmarke-ali-ab361a181/](file:///C:\Users\Helen\Google%20Drive\Graphics\New%20Templates\linkedin.com) | | Sharmarke Ilmi Ali  Master’s in Library Science and Bachelor’s in Education Studies |
| Professional Profile A highly motivated individual with Master’s in Library Science and Bachelor’s in Education Studies with a strong passion to further develop skills/experience in this field. Proven abilities in a variety of customer-focused roles – acted as the first point of contact for any enquiries or issues in person, phone or email. Passionately committed to deliver outstanding service to clients and continually looking for new ways to improve administrative operations. Highly attentive to details with fine-tuned planning, analytical, organisation and problem-solving skills. An articulate communicator who can build positive relations at all levels.  Competencies   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | Laptop | IT Skills | | | Microsoft Office | |  | | Microsoft Project | |  | |  | |  | | |  |  |  | | --- | --- | --- | | Chat | Languages | | | English | |  | | Danish | |  | | Somali | |  | | |

## Education

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| User | **Masters of Science – Library Science** | 2019 – 2022 |
| Court | **City, University of London** |

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| User | **Bachelors of Art – Education Studies** | 2016 – 2019 |
| Court | **University of Cumbria** |

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| User | **Level 3 in Health and Social Care [Grade DMM]** | 2014 – 2016 |
| Court | **Southall College** |

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| User | **Level 2 in Health and Social Care [Grade Merit]** | 2013 – 2014 |
| Court | **Southall College** |

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| User | **Level 1 in Health and Social Care [Grade Merit]** | 2008 – 2009 |
| Court | **West Thames College** |

## Career Summary

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| User | **Content Moderate** | 2022 – Present |
| Suitcase | **Bytedance** |

**On a daily basis, I ensure online platforms adhere to community guidelines and standards by reviewing and moderating user-generated content.**

**key highlights**

* Consistently enforcing content policies to safeguard user experience and uphold platform integrity.
* Swiftly identifying and removing inappropriate content, mitigating potential risks and maintaining a safe online environment.
* Collaborating with cross-functional teams to develop and implement effective moderation strategies.
* Providing timely feedback to enhance moderation processes and ensure compliance with legal regulations and platform standards.
* Staying abreast of evolving trends and emerging risks in online content moderation to adapt strategies accordingly.

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| User | Customer Advisor | 2019 – 2022 |
| Suitcase | Boots UK |

Addressing client queries by offering them the best products and informing them of discounts/promotional schemes

**key highlights**

* Delivering high standards of customer services and ensuring a memorable shopping experience for every customer
* Developing knowledge on all products to present information appropriately across the customers for high sales
* Demonstrating strong creativity/organisation skills to arrange stock and ensuring proper setup of the shop floor

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| User | Sales Assistant | 2015 – 2018 |
| Suitcase | Primark |

Greeted all customers with a friendly welcome, gathered needs and maintained a customer-focused environment

**key highlights**

* Demonstrated strong communication skills to interact with a variety of people from different cultural backgrounds
* Proactively listened to customer requirements, informed them of specialities and assisted them with choices
* Managed customer queries/complaints utilising strong interpersonal, negotiation and problem-solving techniques

## Volunteer Work

**Education Volunteer – Charles Dickens Museum (2017-present)**

* Playing a key role in running guided tours around the museum and assisting students in understanding key elements
* Effectively demonstrating and explaining various features of the exhibitions to all the visiting students
* Receiving opportunity to set up a workshop for students and operating the same in absence of the teacher

**Voluntary work – Cancer Research (2011-2013)**

* Educated the general public regarding cancer research work and the necessity to donate for various beneficiaries
* Demonstrated strong influencing/interpersonal skills to secure donations and effectively overturn objections
* Organised various fundraising activities and events to grab attention of prospective donors/general public

**Voluntary work – little Dreams Day Nursery (2008-2009)**

* Engaged young children with learning activities/opportunities for their social, emotional and intellectual growth
* Planned lessons and daily activities to enrich students with confidence, curiosity and problem-solving skills

## Interests

Enjoy reading a variety of literature from science fiction to horror | Jogging with sister to keep fit | Interacting with friends and relative | Enjoy playing strategy games

## References are available on request