***ALEEMA SADIQ
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***Personal Statement***

I am a highly motivated individual with a diverse skill set and qualifications that have provided me with a solid foundation in business, management, and customer service. With a strong background in organisation, time-management, and communication, I excel in both administrative and client-facing roles. Over the years, I have gained proficiency in Microsoft Office, document preparation, and multitasking under tight deadlines, all while maintaining a focus on excellent customer service.

While I have gained valuable skills and knowledge through various educational qualifications and job roles, I am still in the process of finding my ideal career path. I am open to exploring different avenues and eager to apply my abilities in new and challenging environments. My experiences have allowed me to develop a flexible, adaptable approach to work, and I am confident in my ability to contribute positively to any team. I am excited about the opportunity to continue growing professionally and finding a career that allows me to fully utilise my skills and passions.

***Skills***

* Exceptional organisation and time-management
* Proficiency in Microsoft Office (Excel, PowerPoint, Word, Outlook)
* Computer literate
* Excellent written, listening, and verbal communication
* Strong communication and interpersonal skills
* Professional telephone etiquette
* A team player who can demonstrate initiative
* Cash handling and retail sales expertise
* Administrative support and document preparation
* Advanced administrative skills
* Ability to manage multiple priorities and meet tight deadlines
* Customer service and client relations

***Education***

**BA (Hons) Business and Management (2:1)**
University of Sunderland (London)

**Level 3 TEFL Certificate** **(Pass)**

The TEFL Academy

**BTEC L3 Business (D\**D*D)**
Wakefield College

**BTEC L2 Business (Merit)**
Wakefield College

**GCSEs**
Crofton Academy, Wakefield
Mathematics (4) English Language (4), English Literature (4), Science (C), Spanish (C), Geography (D), Food Tech (D), Computing Science (D), ECDL (B)

***Employment History***

**Personal Assistant** | Cranbrook Legal (Nov 2023 – October 2024)

* Manage and organise the director's calendar, scheduling meetings, appointments, and ensuring timely updates.
* Handle and prioritise the director's email correspondence, responding to inquiries and delegating tasks as needed.
* Facilitate internal and external communications on behalf of the director, ensuring smooth and efficient information flow.
* Prepare and organise documents, reports, and presentations for meetings and client interactions.
* Coordinate travel arrangements, accommodation, and itineraries for business trips.
* Act as a liaison between the director and other staff, clients, and external stakeholders.
* Assist with ad-hoc tasks and projects as required, ensuring deadlines are met.

**Sales Assistant** | John Lewis (Oct 2023 - Nov 2023)

* Provide excellent customer service by assisting customers with product inquiries and purchases.
* Maintain a well-organised and fully stocked sales floor, ensuring products are displayed effectively.
* Operate the cash register and handle transactions accurately.
* Assist with stock replenishment and inventory management.
* Stay up to date with product knowledge to offer informed advice and recommendations to customers.
* Handle customer complaints or issues professionally and escalate when necessary.
* Support promotional activities and in-store events to drive sales.

**Team Member** | KFC | (April 2019-May 2023)

* Providing excellent customer service and taking orders efficiently.
* Preparing and serving food to KFC quality standards.
* Handling cash and card transactions at the till.
* Maintaining cleanliness and hygiene in the kitchen and dining areas.
* Working as part of a team to ensure smooth operations.
* Following health and safety regulations.

**Work Experience** | Various Roles

* **Club Fusion (Nov 2018 - Mar 2019)**: Organised events, managed customer enquiries, handled cash
* **Plexus Law (May 2018)**: Evaluated cases, managed files, and organised inquests
* **Room 97 (Jun 2016)**: Managed appointments, answered calls, and maintained a clean and organised shop

**References**

Available on request