**Mahmuda Rahman**

**Curriculum Vitae**

London, England | mk\_95@hotmail.co.uk

**Experience**

**Medical Secretary**

**First 4 Health Group – Church Road Health and E7 Health**

**04/2019 – Present**

* Recorded doctor's letters, notes and correspondence onto EMIS (NHS System) documenting for organisational purposes and future reference.
* Liaised with healthcare professionals and patients on behalf of the GP, documenting correspondence notes on EMIS (NHS System) for doctor review.
* Provided basic and accurate information in-person, phone or email when required by patients or doctors regarding medical information.
* Managed computer data entry and processing of medical records, patent information and doctors notes.
* Filled out insurance forms with accurate information.

**Patient Care Coordinator**

**Great Ormond Street Hospital**

**12/2018 – 03/2019**

* Warmly greeted and welcomed guests when arriving into the office, checking patients into PIMs (NHS System) and directing them to seating areas or dealing with requests as required.
* Took messages from patients and relayed them to relevant staff promptly.
* Reviewed legal and medical records, documents and correspondence.
* Worked with travel and accommodation services to assist patient's requests.
* Supported other office workers to meet deadlines and follow internal procedures.

**School Administrator**

**Leyton Sixth Form College**

**01/2017 – 08/2018**

* Worked closely with school staff to determine worrying attendance records requiring review and action.
* Worked with accounting to collate financial records for management team budget meetings.
* Photocopied and printed documents on behalf of clerical support teams.
* Sat in on meetings, hearings and conferences to document activities.
* Supervised upwards of four school events, lunch breaks and school trips annually.

**Sales Assistant**

**Primark – East Ham Branch**

**06/2016-12/2016**

* Opened new merchandise boxes and stocked sales floor racks and shelves with latest items.
* Provided helpful, attentive sales support to generate positive customer feedback.
* Promoted special offers and loyalty programme with upselling skills.
* Processed cash and card payments during busy shopping periods to minimise customer waiting times.
* Maintained, clean, presentable and stunning product displays by conducting routine visual merchandising tasks and deep cleans.

**Assistant Manager**

Urban Chocolatier – Upton Park Branch

04/2015 – 06/2016

* Trained workers in every position, including food preparation, money handling and cleaning roles.
* Guaranteed compliance with food safety procedures and quality control guidelines.
* Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
* Recorded orders and partnered with team members to serve food and beverages accurately and efficiently.
* Maintained safe food handling standards at all times.

**Education**

**GA Level 5 Diploma**

TEFL (2022)

Teaching English as a Foreign Language

**A Levels**

Newvic Sixth Form College, London (2014)

Sociology, Psychology and Forensic Science

**GCSE’s**

Plashet School, London (2012)

Maths, English Language, English Literature, Sociology, Religious Studies, Science Core, Science Additional

**Skills**

* Data entry
* Event coordination
* Microsoft Office expertise
* Class supervising
* Workflow optimisation

**References**

Available on request