

CONTACT



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28 Hanover Street,
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EDUCATION

University of Manchester

BSc(Hons) Psychology (2.1)

2018 - 2021

Beckfoot School

A-Levels: Sociology (A)
Psychology (B) &
Geography (C)

GCSEs: 10 GCSEs (B in
Mathematics English)

2012-2018

AWARDS & QUALIFICATIONS

TEFL Level 5 Certificate
2023

**100+ Hours of
Volunteering**

Nadia Mirza

CURRICULUM VITAE

PERSONAL STATEMENT

I am an enthusiastic, friendly individual who continuously strives to do my best. I am confident working alone as well as working in a team. I am always driven to succeed regardless of the task. I work well under pressure and can adapt myself to working in different positions.

WORK EXPERIENCE

Customer Service Advisor

Damartex UK Limited,

Bingley

November 2022-
December 2022

- Handled continuous incoming calls for item sales and returns.
- Ensured customer satisfaction by addressing their needs.
- Used active and open communication to build relationships with customers.
- Provided customers with valid and accurate sales information about products and services.
- Used company softwares to a high level when putting orders through.
- Managed customer complaints with appropriate solutions.
- Engaged with customers using excellent customer service skills.

Teaching Assistant

Masterclass Education,

Shoreham-By-Sea

September 2021-
July 2022

- Worked alongside other members of the team to create a supportive and enriching environment for both the adults and children.
- Referred to set timetables and plans created by the teacher.
- Took into consideration any instructions or advice given by other members of the team to enhance my abilities.
- During the collection and hand off of children to their school buses, ensured and monitored safety at all times.
- Participated in personal care of children, such as managing their hygiene.
- Trained to accurately and effectively administer medication following directions of the school nurse.
- Managed children on a one to one bases who require behavioural or emotional assistance.
- Engaged within classes of different age groups who require different personal needs and attentions.
- Recorded and assessed the educational and physical development of children, and through discussions with other team members, give possible suggestions to enhance abilities or to overcome any noticeable setbacks experienced.

- Involved myself with the set-up of events tables, which included methodically laying plates, glasses and cutlery in a certain order.
- Provided excellent customer service and communication skills with clients attending the events who had any queries or issues.
- Developed a zest within the catering and hospitality sector whilst attending and working at a variety of different job sites, such as weddings, conferences and award ceremonies.
- Demonstrated flexibility when traveling to and working at new bustling job locations, as well as being readily available for changing shift patterns.
- Participated in table service and plate waiting, including managing multiple plates and glasses at once, whilst also taking and following up on orders from customers.
- On occasion, worked behind the bar during live concert gigs.
- Took part in the clearing of tables, and partook in the use of heavy cleaning machineries.

Mentor Volunteer, ReachOut, Manchester

February 2020-
June 2021

- Supported children from a disadvantaged background across a range of areas including academic attainment, social confidence, and behavioural issues.
- Delivered academic support and mentoring for younger students, covering a range of areas such as homework guidance, school projects and social sessions.
- Provided advice and support to help encourage younger students achieve personal ambitions and future aspirations.
- Presented students with constructive and effective feedback on their progress within educational and social fields.
- Created and delivered presentations covering educational content.
- Had one to one or small sessions with particular students who needed additional support.
- Communicated with senior supervisor leads when reflecting on the achievements of students.

KEY SKILLS

- I care for the needs of others and focus my efforts on making sure everyone around me is comfortable and happy.
- Able to pay attention to finer details within large quantities of data, as seen when developing laboratory reports and within my quantitative based thesis during my final year at university.
- Highly motivated to get all aspects of a task completed in a timely and professional manner, whilst also keeping the quality of my work at a high standard.
- Prioritise the most important demands of a task which need the most time and effort, whilst allocating sufficient resources to get other smaller tasks completed.
- I'm reliable and available when others are in need of my assistance, as illustrated when volunteering with multiple younger students within two school settings.
- Excellent customer service skills when communicating and engaging with individuals on the phone and in person, with the ability to adapt and respond to different personalities.