Yusuf Al Baroudi

*Driven & resourceful with an innovative edge while possessing experience in a variety of industries.*

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**** Certification

* **Level 5 Diploma in TEFL – 168 learning hours (2023)**

The TEFL Academy

* **Certificate in Customer Service (2018)**

Volkswagen Group Customer Service Centre Academy

* **BSc (Hons Degree in Creative Media Technology (2016)**

Leeds Beckett University

Experience Highlights

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**Home Office** – Surge Administration Officer (May 2022 – present)

* **Icon

  Description automatically generated**Supported multiple offices throughout the UK dealing with a large influx of confidential work (can disclose in interview).

**NSL Service Group** – Notice Processing Administrator (Aug 2018 – April 2022)

* Processed representations from toll fine offenders at London’s Dartford Crossing bridge.
* Volunteered to train & integrate new staff into the company & tutor long-time staff on new grounds of work
* Created training documents to streamline both tutoring & work for staff

**CAPITA Customer Management** – Customer Service Adviser (Jan 2018 – March 2018)

* Handled complaints & enquiries through frontline calls for VW/SKODA customers

**DMS Global** - Media Coordinator (Jun 2016 - Nov 2016)

* Coordinated with writers & graphic designers to work on the company marketing magazine
* Reviewed all printed & online content before publication for DMS products
* Liaised with clients to submit their articles & ads for our magazine publications



**Go Peep** - Production Assistant (Jul 2015 - Sep 2015)

* Prepared film production documents & equipment
* Edited filming scripts & schedules



**Banah Education Services** - Operations Officer (Oct 2014 - Jan 2015)

* Managed local customer requests to apply to universities abroad
* Communicated dealings with partners, clients & other educational institutes
* Created the entire company website from the ground-up

Skills & Qualities

* Well-spoken public speaking, customer service & tutoring with empathetic traits
* Fast learner of IT apps; MS 365, Adobe & confidential software from previous employments
* Easy-going personally but disciplined professionally