**Nadia Iqbal’s CV**

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**Personal Profile**

I am passionate about delivering great customer service and I understand important this is for the company. I have worked for Marie Curie Hospice, Solly Food Store and Bardsley Construction Ltd where I put the customer first and exceeded my targets. I have great time management skills and I have been described as a very approachable person. I have great interpersonal skills and I can work independently as well as part of a team. I possess a hard-working attitude and I am willing to learn more. I am confident I would make a valuable member to your company.

**Key Skills**

* IT skills: Competent with all Microsoft packages and internet browsing
* Experienced in presenting projects to small and large audiences
* Good problem solver and I can present complex data in a simple format
* I can read, write and speak Urdu, Punjabi, Hindko and English fluently
* Punctual, professional and approachable
* I can work to deadlines and meet targets
* I can work under pressure and possess great time management skills
* Experienced in working on my own initiative and good team player
* I am flexible regarding working hours, I can do overtime and put this business first
* Great attention to detail

**Employment History**

**Financial Administrator – Marie Curie Hospice 05/10/15 – 07/10/17**

* Worked closely with the Fundraising - Admin Team, money is collected and banked, is accounted for and reconciled correctly
* I recorded all financial information about monies collected and presented this in an excel format to the admin team
* Reception and Administrative tasks and attending to queries at the desk and via phone
* Point of reference for visitors; guiding them on where to go
* Provided a daily and weekly update regarding financial figures and any other announcements

**Administrator/Customer Service Assistant - Solly Food Store, Melas 2011 - 2017**

* I took customer orders, helped to make the order and took payment
* Made recommendations and provided product information as well as going through promotional offers
* Helped setting up the stall, which includes putting out the shop front with food items
* I went through inventory and managed stock take, therefore ordering more items and food if running low

**Volunteering - Shop Assistant - Oxfam 09/10/15 - 06/10/17**

I worked on front-line servicing customers, working closely with the manager

* Visual merchandising and window dressing
* Delegated tasks to other team members ensuring a harmonious team ethos
* In charge or bringing in and recording any donations customers made, for example money given or clothes donated, money and stock is accounted for
* Pricing and re-pricing items on sale

**Work Placement – Eastbrook Court Jobcentre Plus 03/10/16 – 28/10/16**

* I worked closely with coaches and assisted them with interviews
* I used IT packages to help customers find jobs, answer an and all questions and develop customer relationships
* Undertook admin duties, liaised with colleagues, checked ID for new claims

Helped deliver development sessions in classroom for e.g. tips of CV writing

* Printed out and provided information leaflets to customers to help them further

**Admin Assistant/Telephonist: British Heart Foundation 14/12/15 – 11/01/16**

* I processed bookings online, in person and over the phone
* I supported Gift Aid, explained what it was and how it worked to those wishing to donate
* Arranged collections of donated items and deliveries of sold goods
* Processed and maintained other BHF daily admin duties, and kept up to date with POS stock

**Ward Trolley Assistant – Bradford Royal Infirmary 27/04/15 – 30/10/15**

* Took mobile shop out to wards on all floors, serving patients, visitors and staff
* Offered sale of cold drinks, hot drinks, crisps and snacks, confectionary, flowers, along with newspapers and magazines
* Operated the till, ensuring money is accounted for and paperwork is completed after every shift

**Ashwell Medical Centre – Medical Receptionist 01/2013 – 12/2013**

* Front desk, meet and greet patients/relatives
* Booked appointments and updated patient records
* Hand out questionnaires, collated feedback
* Postal, phone and face to face queries managed
* Liaised with nurses, doctors and patient care coordinators
* Administrative tasks using applications; word, excel, email and internet

**Administration**: **Bardsley Construction Ltd 05/2012 – 10/2012**

* I organised and updated the structural plans and registers for buildings
* Liaised with the site Foreman to make sure that all paperwork was up to date and relevant to the current jobs
* Producing reports and letters utilising Microsoft Word and Excel, managed telephone and postal queries, manually and electronically updating the filing system ensuring all records were accurate

**Receptionist/Administrator: Age UK 10/2011 – 04/2012**

* Answered all enquiries from staff, clients and the general public alike
* Helped with administration; emails, making posters, mail outs, clerical duties
* Supported seasonal and occasional events
* Helped out in classes as well as the meeting rooms
* Helped serve hot and cold beverages and snacks at the busy café.

**Education**

Diploma in HR, Bookkeeping and Payroll Management **November 2019**

Graduate Certificate in Office Administration **May 2018**

Executive Diploma of Nursing & Patient Care Assisting  **July 2017**

Level 4 Medical Secretary **July 2017**

Level 3 Admin & PA Diploma **February 2017**

Level 1 Certificate in Customer Service **January 2013**

3 A Levels in Psychology, Religious Studies, Urdu, **2010**

Certificate of Personal Effectiveness

13 GCSEs including English, Maths & Science **2007**

**Interests and attributes**

I am very outgoing and I love new challenges. Recently I decided to improve my cooking skills as I love food. I enjoy eating out and love going to the cinema too. Also, to keep fit and healthy I attend the gym and go for weekly jogs in the local park.

**REFERENCES ARE AVAILABLE ON REQUEST**

**Personal Details**

Name : NADIA IQBAL

Father’s Name : MOHAMMED IQBAL

Date of Birth : 22ND DEC 1990

Marital Status : Single

Religion : Islam

Nationality : British, Western

Passport No. : 557824331

Present stay : UAE

Languages Known : English, Hindi, Punjabi, Hindko, Urdu