

ASMA BEGUM

10 Heaton Place, Heaton, Bradford, West Yorkshire BD9 7DD
Mobile: 07777 111 222 Home: 01274 123456
Email: A.Begum475@gmail.com

EDUCATION AND QUALIFICATIONS

University of Bradford **2019 – present**
BSc (Hons) Psychology

Grange Upper School, Bradford **2013 – 2019**
A Levels: Psychology (A), English (C) and Religious Education (C)
GCSEs: 9 subjects (1A, 4Bs and 4Cs) including Mathematics and English

EMPLOYMENT EXPERIENCE

Wilko, Bradford **Retail Assistant** **March 2018 – present**

- Working as part of a team to receive early morning deliveries, maintain warehouse standards and provide customer service. I consistently fulfil my tasks before the end of every shift.
- Developed excellent communication and customer liaison skills. I have shown initiative and teamwork skills by supporting other team members with their tasks after finishing my own.

TK Maxx, Leeds **Customer Services Assistant** **Dec 2017**

- Encouraged colleagues to reach work targets collectively creating team spirit.
- Tidied up the shop floor and maintained stock in pristine condition.
- Dealt with telephone calls and queries from other stores such as searching for coded items in order to price them.

VOLUNTARY WORK EXPERIENCE

Malik Solicitors, Bradford **Volunteer** **July 2017**

- Carried out a range of clerical duties, such as photocopying and filing hence familiar with basic office equipment.

RSPCA, Keighley **Volunteer** **Feb - May 2017**

- Worked as part of a very small team from a variety of social backgrounds to run an RSPCA charity shop in Keighley town centre.
- Supported the manager by unloading deliveries and using practical skills to display goods for resale.

SKILLS PROFILE

- Communication* – enhanced communication skills when interacting with customers at Wilko.
- Teamwork* – developed through playing for the netball team and taking an active role in the club.
- Problem Solving* – dealt with angry customers in a professional manner, resolving situations using own initiative.
- IT* – proficient user of Microsoft Office programs including Word, Excel and PowerPoint.
- Languages* – French (basic) and Urdu (fluent native speaker).

INTERESTS

- Enjoy listening to music and reading autobiographies and books on psychology.
- Keeping up-to-date with current affairs.
- Vice-captain of local netball team playing league matches every week.

REFEREES

Names and addresses of two referees are available upon request.