

MARYUM ZAFOR

UNDERGRADUATE STUDENT

Mobile: 07720813162

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A caring, inspiration and dedicated person with excellent track-record of supporting and encouraging young people to achieve their true potential. Beside working with vulnerable people who has different needs, I have also been involved with trainings, group works and presentations where I have gained valuable, transferable skills such as communication, time management and prioritising workload.

SKILLS AND PROFICIENCE

- Actively listening
- Encouraging Identifying goals and planning
- Providing corrective feedback Inspiring to others
- Team Work
- Work well under pressure

EDUCATION

University Of Wales Trinity Saint David
(January 2021 Until December 2021)

Bachelor Of Science: Health And Social Care Level 5 – Pending

University Of Wales Trinity Saint David
(January 2020 Until December 2020)

Certificate Of Higher Education Skills For The Workplace (Health And Social Care) – Pass

The Pathway Group
(April 2017 Until May 2018)

Level 2 In Health And Social Care – Pass

Level 2 Maths – Pass Level

2 English - Pass

South Birmingham College
(September 2010 Until July 2012)

BTEC Higher Diploma In Fashion And Textiles Extended Level 3 – Pass

City College
(September 2009 Until July 2010)

BTEC Diploma In Fashion And Textiles Level 2 – Pass Level 1 In English - Pass

City College
(September 2008 Until July 2009)

BTEC Diploma In Fashion And Textiles – Pass
Entry 3 English - Pass

EDUCATION

`Small Heath School

(September 2003 Until June 2008)

GCSE Maths – D

GCSE English – E

GCSE Science (DA) - DD

WORK EXPERIENCE

New life The Charity for Disabled Children – Shop Floor Assistant (November 2019 Until December 2019)

Responsible for well organised and well adapted at using pricing and labelling all items. Have good communication skills and achieve great customer service at all times.

Duties:

- Received, processed, and organise shipments and deliveries accordingly.
- Restocked on low shop items and ensure that the sales floor is organised accordingly to guidelines Inform customers of shop promotions to encourage purchases.
- Maintain an in depth knowledge of store items to provide advice and recommendations as needed.

Primark – Shop Floor Assistant (November 2018 Until May 2019)

Responsible to ensure giving good customer service e.g. assisting customer to find the product they looking for and provided shopping advice and recommendations to customers.

Duties:

- Ensure to process customer payment at the till with different payment e.g. cash, debit card and gift card.
- Addressed customers complaints and enquiries politely and effectively.
- Ensured cleaning and rearranging the store after store.
- Worked well with other team members to keep the sales floor area clean and organised at all times.

NDH Care Ltd – Care Assistant (August 2017 – October 2018)

Responsible for ensuring safeguarding by protecting from abuse, harm and neglect. Ensuring care delivered is person centred and give companionship in every way for service user.

Duties:

- Promoting independence for service user to allow them to do things as much as they can.
- Maintain professional relationship with service user during duties and right uniform.
- Ensure to promote health to make sure illness can be dealt differently with each service user.

Nationwide Care Ltd - Care Assistant (January 2017 – July 2017)

Responsible for ensuring that people receive the very best standards of care and support at their own homes. To give high quality home care and support services for each service users.

Duties:

- Personal Care.
- Medications and light domestic duties.

HOBBIES

My Hobbies are:

- Doing Henna.
- Being creative like designing hampers and gifts.
- Interior Design.
- Support Man Utd.
- Playing football, basketball, rounders and Hockey.

REFERENCE

Reference are available on request.