

TAYBA UZMA HABIB

UWTSD Spark hill, West Midlands B11 4AR ♦ 2026249@uwtsd.ac.uk **Nationality:** British

PROFESSIONAL SUMMARY

Accomplished interpreter, cleric and worked in sales, gaining expertise in patient and customer interactions. Dedicated to ensuring satisfaction of individuals receiving services, providing an exceptional standard with maximum efficiency and minimal loss. Organised with good time management, handling high tempo work assisting with orders, completing sales and speaking to patients.

WORK HISTORY

Car Salesperson, 09/2005 – 09/2012

Aubrey Motor Company – Birmingham, West Midlands

- Maximised vehicle appeal by maintaining spotless interior and exterior appearance.
- Photographed cars for online listings to encourage new customer footfall.
- Explained establishment policies to customers and offered advice on selections.
- Offered guidance on product selection to increase sales
- Dealt with approximately 50 customers per day
- Aided in increasing sales
- Collaborated with accounting teams to secure in-house customer car financing.
- Mentored junior staff to develop motivated, successful sales teams.
- Built rapport with new and existing customers, boosting client retention rate
- Totalled bills using maths skills and maintained accurate till count.
- Accepted card, cash and cheque payments in POS register system.

Interpreter NHS, 09/2012 – 01/2020

NHS – Birmingham, West Midlands

- Conversed with patients
- Ensured high patient satisfaction

- Checked doctors understood the patients' needs
- Handling work under pressured environment
- Increased patient satisfaction
- Managed over 10 patients per day
- Translated dialects with high accuracy.

Admin and Clerical, 10/2020- Current

Heartlands- Birmingham, West Midlands

- Handling information online
- Organising large amounts of data on computers
- Ensuring work is up to standard

SKILLS

- Accurately transferring information Ensuring customer and patient satisfaction
- Database management
- Engaging social skills
- Excellent communication skills Organisation skills
- Working efficiently under pressure Handling large amounts of information
- Working effectively with teams
- Promoting positive morale within work environment
- Being team leader

EDUCATION

GCSEs: English, Mathematics, Combined Science, Urdu

08/2002 Al Hijrah School - Birmingham, BIR

I achieved 3 grade C's and 1 B

REFERENCES AVAILABLE UPON REQUEST

COVER LETTER:

TAYBA HABIB

Personal info:

Email: 2026249@uwtsd.ac.uk

Phone: 0121 229 3000

16/03/2023

Hancox Read Recruitment

RE: Your 2023 online advert for Assistant Team Manager

Dear Hiring Professional,

In my search for new professional endeavours, I was delighted to see a job position for Assistant team manager. As a professional who is ambitious for health and social care roles, I believe that I would be an excellent addition to your team with my skills and experience.

Leading teams and creating an overall sense of togetherness is what inspires me, enhancing solutions to any problems is what drives me. I believe in taking on new challenges and working hard to ensure that top quality work is provided. Like this company my goal is to also grow as an individual and to aid the company in growing. My contributions to former employers, and this field at larger, revolve around my excellent conversational skills and ability to work hard under pressure. Over the duration of my employment, I have developed strong interpersonal skills, negotiation abilities, great social skills and adopting a reputation for being extremely resilient and a key contributor to the workplace. I consider myself to be a team player, always involving individuals to work together and always modelling how work should be conducted setting a good example. With these skills I believe I will most definitely have a positive impact on this organisation and excel in pursuing my dreams of health and social work.

For more information about my background please read the CV I have attached alongside this file, I am looking forward to hearing from yourselves soon and would greatly appreciate your consideration

Yours sincerely,

Tayba Habib

700 WORD ASSIGNMENT

STUDENT NAME: TAYBA HABIB

STUDENT NUMBER: 2026249

LECTURER: ROBERT NARTOWSKI

MODULE CODE: BMHP5015 BIRM

MENTAL HEALTH OF YOUNG PEOPLE

INTRODUCTION:

Mental health of adolescents is a current issue which has worsened over the years. Young adults face the largest shift in life, from children to adults and having to embark on a new journey of adulthood. This large shift is not easy alongside major hormonal fluctuations, mood swings and pressures of society, sometimes these factors may be overwhelming for teenagers to face and may cause them to crumble.

It is therefore important for us to look out for the youth of our society, making sure that they are okay mentally, offering any advice that we can give to ameliorate any problems that they are facing. These individuals are the future of the UK and the globe, they are essential to the human population, and it is therefore, imperative they are nurtured and guided in the correct way, otherwise we may be led to chaos and uncertainty in the future.

STATISTICS ON MENTAL HEALTH:

In 2022 it was found that 18% of children aged 7-16 and 22% of young adults aged 17-24 had a probable mental health disorder (NHS, 2022). Statistics also highlight that in children

aged 7-16 rates rose from 1 in 9 in 2017 to 1 in 6 in 2020 of rates of probable disorders, rates have remains stable since (NHS, 2022). 1 in 8 11–16-year-old social media users reported to have experienced bullying on social media.

These statistics are extremely worrying to read as a UK citizen, the fact that our young children are faced with such calamities is astounding, no young person should ever have to feel a certain way about themselves or be experiencing feelings of depression and anxiety to such a great extent. It is therefore our duty to form communities which tackle mental health disorders within our young, as there are many issues, they may be facing causing them to have these disorders and through opening a safe space encouraging a better mental well-being this will have a ripple effect on society, as when one social issue is solved we can then focus on other social issues such as poverty.

WHY YOUNG PEOPLE MAY FEEL PROBLEMS MENTALLY:

Young people may be feeling mental issues due to genetics; however, this is not the only factor which can be contributing to poorer mental health, one of these factors could be the pressures of modern life (action mental health, 2011). Young people are provided mass amounts of information and asked to face demands which may be unrealistic, they are also constantly pressured by things like how they should look, fitting in, keeping up with heavy workloads and the pressures of exam and failing all play a role in the mental health of our young people.

WHAT YOUNG PEOPLE CAN DO TO HELP THEIR MENTAL HEALTH:

Young individuals can seek help by talking about their issues to a trusted individual or getting counselling. Individuals can speak to a: friend, family member, university tutor, counsellor or doctor (NHS, 2021). Therapies such as cognitive behavioural therapy can be great ways to help combat any mental illness that young individuals may be facing.

If they are troubled by exams maybe, they could request extra help from teachers to academically capable peers. Many young individuals are trying to find where they stand in the world and so may be facing issues with confidence and low self-esteem, through removing the idea that everyone is hostile and conversing regularly with people young individuals can boost their confidence and social skills, which are excellent skills to have in the future.

CONCLUSION:

Young people are troubled by a plethora of difficulties; however, they must identify their issues or whatever troubles they are facing and try to resolve this. They can do this through writing down what is on their minds, keeping a diary to make lists of things they need to do in the day to keep them productive and finishing any tasks. Young individuals should also be patient as they are facing a time where major changes are happening to them and so realising that everything will hopefully improve once things are steady again will put them at ease.

REFERENCES:

action mental health (2011). *Depression in young people | Action Mental Health*. [online] Amh.org.uk. Available at: <https://www.amh.org.uk/news/depression-in-young-people/>.

NHS (2021). *Counselling for student mental health problems*. [online] nhs.uk. Available at: <https://www.nhs.uk/mental-health/children-and-young-adults/help-for-teenagers-young-adults-and-students/student-mental-health-counselling/>.

NHS (2022). *Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey*. [online] NHS Digital. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey>.

