

Zahra Shahbazi

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Work History

Manchester Royal Infirmary

Hospital Wayfinder Volunteer | June 2015 – March 2015

- Helping on the Information Desk, offering a welcoming and professional service to the patients, visitors and staff at all times, and a 'friendly face' to all
- Make the patient or visitor feel at ease by welcoming them, directing or escorting them to their location
- Provide reassurance, information or advice on the local of services to patients and visitors
- Know the hospital layout and be a source of information to promote a positive image of the hospital, staff and voluntary services
- Assist patients and visitors in the use of the telephone if needed to arrange taxi or transport home
- Help to maintain the appearance of main foyer and report spillages and any health and safety issues

Nubian Life

Volunteer | November 2017 – January 2018

- Gain experience by working with people with memory loss conditions
- Have a chat have a nice chat with the elderly people attending with a friendly face

Age UK – London

Befriending Volunteer | August 2018 – February 2020

- Maintaining records of client contact and sending this to the Befriending Coordinator at Age UK Merton on a monthly basis
- Maintaining client confidentiality
- Attending induction and ongoing training
- Attending volunteer meetings
- Keeping in regular contact with the Befriending Coordinator;
- Attending supervision and reviews
- Working within policies and procedures of the partner organisations of Merton Befriending Service

Kingston University London

Social Innovation programme | February 2020 – March 2020

- Carry out research for the client to address the challenge they have described in the brief
- Use this data to create recommendations to solve the client's challenge, writing a full report explaining the process.
- Present back the findings in a showcase morning to the client and other community partners
- Work well within a team in a timely manner and keep the client up to date with the work.

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Halls Connector | September 2019 – June 2020

- Develop a positive working relationship with residents in assigned areas to include visiting accommodation, introducing yourself and promoting the Halls Connector role
- An active member of the resident community and to be readily accessible to students who are resident within the Halls Connectors defined area of responsibility. To regularly door knock to ensure students are engaged with the Halls Connector system.
- Complete administrative tasks, primarily planning events with the Halls Connectors, in an efficient and timely manner
- Point of contact for students living in halls to offer triage support and referral to the appropriate student support service
- Generation of events and recognition of feedback opportunities
- Help with induction arrangements for new students in residence. You will be expected to be available on arrivals day(s) and during KU Welcome Week.

Kingston University London

Course representative | September 2019 – June 2020

- Course representatives provide an essential way of ensuring all students have their voices heard within the University on issues relating to learning, teaching and assessment.
- Course representatives should ensure they gain the views of those they represent. These views should be presented to the appropriate institutional forums either informally to module leaders or formally at Staff Student Consultative Committee (SSCC).
- Course representatives must attend SSCCs or be represented by an appointed spokesperson.

Kingston University London

MeDeVet Society's treasurer | September 2018 – January 2020

As treasurer of the MeDeVet society I gained valuable financial skills. I kept track of the society's finances and liaised with the other committee members on what funds we had available. I gained exceptional budgeting skills and also made successful bids to gain additional funding from the Student Union.

Kingston Hospital

Dining Companion Volunteer | December 2017 – Present

- Assisting the Nutrition Coordinator to deliver the right meal to each patient
- Positioning trays, cutlery, cups etc. on tables so that patients can easily access them
- Making sure patients have everything they need once their meal is served
- Offering companionship to patients who request this during their mealtime
- Encouraging and enabling patients to eat and drink
- Helping patients with physical feeding and drinking when appropriate
- Spotting ways to make the mealtime easier for patients
- Requesting adapted cutlery for patients who could benefit
- Helping the ward hostess to collect finished trays
- Handing out menus for the following meal and helping patients to complete them
- Spotting simple ways to make patients more comfortable during mealtimes
- Completing Nutrition and Hydration Record Sheets as necessary for each patient you help
- Liaising with professional staff to seek help for patients if they need it

British Red Cross - London

Farsi Interpreter | March 2017 – Present

- Facilitating communication between caseworker and service user by providing interpretation and/or translation services, either by telephone or in person
- Interpreting for either individuals or groups
- Assisting Iranian clients in completing forms in Farsi or English language if required
- Personally resilient as I may need to deal with difficult or challenging situations
- Able to use emotional support skills in a calm and responsible manner
- Identify and respond appropriately to safeguarding and protection issues with vulnerable clients, including children and vulnerable adults

Kingston University London

Student ambassador | September 2018 – March 2020

- Work together with the UK Managing Director to develop and execute proprep UK's business model, in alignment with the company's global strategy
- Help source candidates for student ambassador roles at your university
- Help source candidates for student ambassador roles at your university
- Potentially manage a team of student ambassadors at your university to increase user sign ups
- Have good leadership skills, the ability to work under pressure and ability to make decisions quickly
- Lead the creation of new communities at your university around the brand and product offering
- Engage new students and deploy creative ways to develop communities at your university
- Form relationships with your campus student union, and with various clubs and societies
- Participate, plan and organise on sites selling and marketing events
- Plan and deliver social media activities across multiple channels
- Map university ecosystem and validate the company's product-market fit
- Meet with students and student unions to discuss their evolving needs and to assess the quality of our company's relationship with them
- Collaborate with Leadership team members to enhance proprep's go-to-market strategy

Achievements:

Graduated with 2:1 bachelor's degree in Biomedical Science from Kingston University London

Achieved Gold level Kingston award from Kingston University London

Awarded the Student First Aid Certificate from St John Ambulance

Skills

- Conference presentation
- IT skills – Microsoft office
- Multitasking
- Communication
- Problem Solving
- Time Management
- Handling pressure
- Leadership
- Collaboration
- Creativity
- Interpersonal skills and demonstrated by communicating with clients, colleagues on a daily basis

Education

GCSEs (A* - C)

Tahzib High School & Pre-university

Tehran – Iran | 2009 – 2012

- Member of Badminton Club

AS-Level

Tahzib High School & Pre-university

Tehran – Iran | 2012 – 2013

PS. I finished my high school and pre-university earlier than normal in Iran as I finished 5 years of primary school in 4 years, also 3 years of secondary school in 2 years.

Functional Skills in English at Entry 3

Functional Skills in English at Level 1

Mathematics Functional Skills at Level 1

Manchester College

Manchester – United Kingdom | 2014 - 2015

GCSE English and Maths

Stockport College

Manchester – United Kingdom | 2015-2016

Bachelor of Science – Biomedical Science

Kingston University London | 2017 - 2020

Master of Cancer sciences – Cancer Biology

Kingston University London | 2020 - Present

Languages and personal details

Languages: English (fluent), Farsi (native), Turkish (beginner)

Personal details: I am currently a postgraduate cancer biology student at Kingston University London. I have excellent communication, leadership and team-working skills. I am able to take on challenges, work efficiently under pressure and persevere to reach my goals. I am friendly and hard working. I respect and care for other people and stay dedicated to everything I do.

- References can be provided on request.