**Faaizah A Lunat |**

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**Professional profile**

First year Psychology student at Aston University developing knowledge and understanding in this sector. With demonstrated experience in customer service as well as a passion to gain new skills, now looking for a part-time job during studies.

**Education**

**Aston University**, 2018 - 2022

* BSc (Hons) Psychology (with placement year)

**Cardinal Newman College**, 2016 - 2018

* 3 A - Levels in Psychology, Biology and Chemistry

**Blackburn Central High School**, 2011 - 2016

* 10 GCSEs A\*- B including in Maths English and Science

**Employment & Work Experience**

**Chaiiwala Blackburn,** 2017 – 2019 – Shift Leader/Waitress

* Part-time role in cafe, serving customers, preparing food in kitchen, and working within a team.
* Gained leadership skills through role as shift leader, ensuring that stock was up-to-date and solving problems that had occurred.
* Learnt to manage time effectively to get the most from part-time work whilst in full-time education
* Enhanced customer service skills and ability to use EPOS systems in order to handle cash and card transactions
* Achieved ‘Employee Of The Year’ Award

**Hijab Centre Blackburn,** 2014 – 2016 - Retail Assistant

* Part-time seasonal retail assistant in a fashion and accessory store
* Developed excellent customer service skills by proactively engaging with customers and delivered high levels of customer service at all times.
* Maintained high standards of organisation within the store, ensuring the store looked presentable at all times.

**Interests, Achievements and Courses**

* Advanced Cognitive Behavioural Therapy (CBT) Diploma – March 2019 -New Skills Academy
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* Introduction To Psychology by Yale University – March 2019 – Coursera
* National Citizen Service Programme (NCS) - August 2016
* Qualitative Research Methods Analysis Course - July 2016
* England Netball Youth Umpire Award - May 2016

**Training and conferences**

* Cultural and International Mental Health Conference – October 2018
* Structured Clinical Interview for DSM-5 (SCID-5) training - March 2018

**Core skills**

* Proficient user of Microsoft Office: Word, Excel and PowerPoint
* Conversational Gujarati, Urdu speaker
* Working Knowledge of SPSS software

References available on request