

SANJIDA AKHTAR

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Personal Profile

A diligent and hardworking final year Business Economics undergraduate at the University of Greenwich. I am customer-focused and possess exceptional communication skills needed to be able to adapt to each individual's needs. I consider myself to be a well-presented individual who is committed to work to the best of my abilities, whether that is through independent work or working as part of a team. I am currently seeking a finance graduate role/entry level role.

Education

BA (HONS) BUSINESS ECONOMICS (SEP 2016 – JULY 2020)
UNIVERSITY OF GREENWICH, LONDON

Modules studied include: Quantitative Methods and Econometrics, Introduction to Financial Accounting

On track for a 2:1 grade classification

4 A-LEVELS (SEP 2014 – AUG 2016)
CAMBRIDGE HEATH SIXTH FORM, LONDON

4 A-Levels in Business Studies, Economics, Psychology and Media Studies

9 GCSES (SEP 2009 – AUG 2014)
MORPETH SCHOOL, LONDON

9 A*-C GCSE qualifications including English & Mathematics

Work Experience

CUSTOMER TEAM MEMBER (APRIL 2019 – CURRENT)
CO-OP, OXFORD CIRCUS, LONDON

RESPONSIBILITIES:

- Consistently provide high quality customer service through dealing with queries and complaints
- Maintain cleanliness of store and adhere to health and safety regulations
- Working as part of a large team to meet sales and efficiency targets
- Highly competent on POS systems and inventory management
- Taking on a wide variety of duties ranging from operating tills, deliveries, price reductions and newspaper administration
- Proven ability to work both independently and in teams
- Actively promote Co-op membership to customers whilst making a difference to our local communities
- Great working knowledge of retail operations

**CUSTOMER ASSISTANT
VUE ENTERTAINMENT, ISLINGTON, LONDON**

(AUGUST 2016 – NOVEMBER 2016)

RESPONSIBILITIES:

- Provided excellent customer service
- Operated the till and accurately handled payments
- Kept the lobby area and displays clean and tidy
- Unpacked deliveries, re-shelved and stored items
- Ensured Health & Safety procedures are conducted effectively
- Worked as part of a team to meet monthly targets

Skills and Abilities

- Customer service
- Excellent written and verbal communication skills
- Able to work independently and as part of a team
- Cash handling accuracy
- Organised, reliable and punctual
- Flexible and willing to adapt to changing situations
- Retail Operations and Commercial awareness
- **Software:** Microsoft Office Package, Eviews
- **Volunteering:** – Sports leader for youth sports programme
- **Additional Languages:** Bengali

References available on request