**Mr Zia-ur Rahman**

54 Cradock Road, Saltley, Birmingham, B8 1RY

**+44 (0)7742 603 258**

ziaur.rahman.bb@googlemail.com

linkedin.com/in/ziaur-rahman-a7935a114

**Key Skills**

**Communication Skills:**

* Strong numerical, analytical & problem-solving skills gained from my degree and working for NHS clients and various clients
* Excellent communication skills (written & spoken) whilst communicating with HSBC clients and HSBC senior managers
* Excellent attention to detail with ability to explain technical ideas in a clearly understandable way to differing audiences

**Team Working & Leadership:**

* Able to lead a successful team and ensure clients targets are met as proven on various ‘Payment by Results’ projects
* Flexible and adapt to change, respond to client’s needs & under pressure
* Empathetic to team members to ensure issues can be resolved

**Negotiation Skills:**

* Able to use PowerPoint effectively to ‘sell’ my ideas to stakeholders
* Able to calm customers who may be irate about a service they have received

**Other Skills:**

* Advanced Excel skills and able to learn IT packages quickly
* Fluent Pashto & Conversational Portuguese (Brazilian)

**Education and Qualifications**

**MSc Business Analytics, Aston University: 2018 to 2019 (**Distinction**)**

**Dissertation Topic:**

Econometric Time-series Methods applied to Google Trends Data to Predict UK Unemployment by Region

**Taught Modules:**

Descriptive and Performance Analytics, Business Analytics in Practice, Applied Research, Gamification in Business Decisions, Effective Management Consultancy, Decision Modelling, Data Mining & Web Analytics, Applied Research & Professional Development Portfolio.

**MSc Manufacturing Eng. & Management, University of Birmingham: 1998 – 2000 (**Pass**)**

**Mathematics & Physics, University of Manchester: 1994 to 1997 (**2-2**)**

**A-Level: Maths, Physics, Chemistry, Sutton Coldfield College (**3 B grades**)**

**GCSE, Hodge Hill School (**3 A’s ,6 B’s**)**

**Work Experience**

**Managed Client Coordinator – HSBC Commercial Banking (Jun 2018 to Aug 2018)**

* Dealing with corporate card programmes for multi-national enterprises e.g. Intel, Airbus
* Point of contact for their entire card programme from start to finish
* Dealing with demanding and valuable clients for the bank by email, phone & video conference

**Chargebacks Coordinator - John Lewis Financial Services (Nov 2017 to May 2018)**

* Determining chargeback rights for credit card holders under complicated Mastercard regulations
* Reduced a backlog of 4+ weeks work in one and a half weeks
* Maintained service levels by continuously maintaining target levels

**Stowing Team Member – Amazon-Rugeley (Nov 2017)**

* Worked 55-hour week to ensure orders are ready to be picked for customers
* Working to targets, whilst minimising errors

**Resolutions Team Assistant – Sigma Financial – Birmingham (Jun 2017 to Jul 2017)**

* Used energy industry knowledge, investigating complaints and ensuring completion to customer’s satisfaction
* Liaising with other departments and keeping customers in the loop

**Customer Service Agent – Extra Energy Supply Ltd - Birmingham (Jun 2016 to Sept 2016)**

* Responsible for recognising problems in Billing and Erroneous Transfers and Disputed Reads, Signposting, Handing Off and resolving Direct Debit and payment issues
* Issuing refunds and billing customers using in-house database/billing systems
* Listening and dealing with issues and complaints efficiently and courteously
* Dealing with pressure and challenging situations

**Outbound Team at Amazon Fulfilment Centre – Rugeley (Peak Periods: 2012 –2015)**

* Responsible for all aspects of order picking for fulfilment of customer orders, adhering to lean 6 sigma principles aiming for zero error rates and achieving above 100% productivity rates

**Operations Manager, Enhanced Healthcare Ltd - Birmingham (Nov 2006 to Feb 2012)**

* Building trust and rapport with new clients to gain trust and ensure success which led to an increase in repeat business from existing clients and referral to new potential clients.
* Managing own workload & liaising and coordinating with clients to ensure work is completed to quality standards, on time & within budget.
* Creating documentation (flowcharts, spreadsheets, etc.) as needed to improve processes to reduce errors and ensure consistency and communicate effectively with others.
* Signposting to third parties e.g. drug & alcohol services & dealing with sensitive/confidential data
* Projects responsible for: HPV Vaccinations (B’ham Schools), Men’s Health projects (across UK), Cytology & Breast Cancer Screening (England)

**Interests and Activities**

Team based fitness activities, Reading (Technology, Science & Fiction), and Cooking (Asian). I love travelling and immersing myself in a different culture and learning about it.

**References are available on request**