**Ghazala Shah**

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**Personal Statement**

A motivated, determined and professional support adviser with 1 year experience in a warehouse environment with sunlight and an extensive 5 years’ experience in British Gas Smart Metering; customer service advisor, Dispatch, Planning, Operational Support and contractor roles such as DNOs. I am a very enthusiastic and friendly person whose thorough and precise approach to duties. Recent achievements with British Gas include contributing to a successful trial with third parties by building brilliant relationships with key stakeholders, performing successful planning structure and analysis, reaching all business targets, demonstrating flexibility, resolving issues as they arose and using my solid background within British Gas to share best practice.

**Key Skills**

* The ability to communicate effectively with all levels of the business, both written and verbal
* Advanced skills in Office Software including AWB and SAP, Access, Microsoft, outlook & MS Office Suite
* UI testing, ability to perform qualitative and quantitative analysis
* Self-motivated with the ability to work on own initiative
* Confident at delivering business updates, accurate reports and engaging stakeholders
* Effective team player, developing close working relationships and strong networking both within and outside of the business
* The ability to work under pressure and meet tight deadlines
* Confident in handling customer complaints.

**Employment History**

**Operational Support Team (OST), British Gas**

*(April 2016 – 2020)*

* Building strong working relationship with our field team and planning, dispatch team
* Updating job in SAP/FEMA
* Working closely with Dispatch and Field team to update No Update Report on a weekly basis
* Advanced skills in software including EXCL, SAP, AWB, HADOOP, JET and FEMA
* Clearing errors which had appeared from middleware both in SAP and FEMA
* Coaching/ supporting other departments in team downtimes
* Supporting project managers with exceptions in FEMA
* Pulling date from FEMA on daily basses to clear the exception queue
* Logistics (dealing with stock movements and chasing stock up with CDC
* Working a long side National Grid

**Third Party Contactor Planning/ Dispatch & Support, British Gas**

*(September 2015 – 2016)*

Responsibilities:

* Planning, issuing and managing work flow for third party contractors within tight deadlines, and processing jobs in SAP
* Managing relationships with multiple offices and Third Parties
* Challenging contractor advisors and TLs on labour availability, short notice absences, low productivity figures to create a positive outcome for British Gas, the third parties and the customers
* Daily handover of planning work and cancellations at D+1 to third party contractor teams
* Managing workload using reporting, forecasting tools, and adapting to variability
* Working closely with the Planning, New Installs and Dispatch departments to ensure work fulfilment targets achieved
* Making sure that all XML's are up to date, manually closing jobs off, working with the no update, error reports and other third-party software
* Dealing with and tracking customer complaints until full resolution is reached
* Liaising with Dispatch, Planning and customers to make sure appointments go ahead within their agreed SLA
* Developing more efficient ways of working through sharing best practice
* Using feedback tools to meet all business requirements and allow for improvements
* Escalating communication issues and SNA delays to minimize impact on customers
* Providing skills update coaching and Excel, SAP, AWB support to the team
* Performing team support duties in absence of TL and Expert

**Warehouse Operative - Leeds Sunlight group**

*( 2013 – 2015)*

Responsibilities:

* operating machines such as folding machine, ironing etc
* picking and packing order
* making sure correct order is out to correct customers
* reporting to manager
* chasing up missing orders
* dealing with hospital garment and other heavy duty garments

**Abu-bakars**

*( 2013)*

Responsibilities

* Face to face customer service making sure customer are happy and find what they are looking for
* Handling cash on a daily basis
* Stacking shelves as and when required
* Dealing with deliveries

**Swallow Hill Community College**

*September 2008-2013*

BTEC Business

BTEC languages

BTEC Health and Safety

English

Maths

**References upon request**