Maryam Batool Abidi

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EDUCATION

**Goldsmiths, University of London 2020 - 2023**

BSc (Hons) Management and Economics: Predicted: First Class Honours

***Relevant Modules***: Current modules: Marketing Communications, Observational Behavior, Mathematics for Economics, (Previous modules in which I got 2:1 in all) Finance and accounting, Organisations and Organisational strategies, Foundations of Economics, Developing business ideas and opportunities, Understanding Entrepreneurship

# RELEVANT EXPERIENCE

**Covid 19 Advisor – Sigma Inc, Remote Aug 2021- Sep 2021**

**•** To stay constantly updated on all new rules and policies in relation to Covid 19 for all countries

**•** To log all calls in detail and efficiently with complete confidentiality

**•** To be able to provide accurate and helpful answers to all questions in under a minute

**•** To be able to filter through data quickly to find specific information necessary for the client

**•** To be understanding and patient with all clients regardless of their asocial attitudes

**Service Administrator- Karlson UK, Liverpool Street, LondonOct 2019- Aug 2020**

* Extracting and **processing information** for my colleagues.
* Ensured that the **background operations of the machines** were maintained to a high standard.
* Assuring demanding and **time-stressed deadlines** are met while the quality of work remains to a high standard.
* Successfully dealing with a wide range of customers, including **difficult customers.**
* Effectively dealing with numerous queries from various **high-profile clients**
* Ensuring that the teams’ targets are met through strong contributions by willingly taking on extra work often includes **working outside office hours**.
* Despite the COVID-19 lockdown, I have maintained a **strict schedule** to ensure that the work that depends on my work is not delayed

**Assistant Property Manager- Lewis and Tucker, Bond Street, LondonNov 2018- Sep 2019**

* **Communicating regularly** with contractors & third parties to ensure projects are completed on time.
* **Prioritising work based on the urgency** of the problems so that the most critical work is completed first.
* Dealing with **emergency calls** (outside office hours) immediately and effectively.
* Drafting **articulate emails and letters** to send to tenants regarding new rules or processes.
* Taking payments of rent and service charges while **maintaining confidentiality**.
* Visiting sites in person to do **safety checks** and gather physical evidence of the state of the building.
* **Resolving complaints** from residents, which involved speaking to anti-social residents who were disturbing their neighbours.

LEADERSHIP & VOLUNTARY POSITIONS

**Volunteer, Outpatients Department Shaukat Khanum Cancer Hospital, Lahore, Pakistan. Aug 2014 –Sept 2014**

* Maintaining a smooth, friendly working environment by organising quickly and efficiently.
* Listening to the patients’ needs and re-assured many patients regarding service.
* Working in this hospital environment, I appreciated the value of teamwork.

**Volunteer, A&E Department Shaikh Zayed Hospital, Lahore, Pakistan.Aug 2014**

This government-funded hospital had a large A&E department. I learned about the pain and suffering of young and old with very diverse conditions.

* Provided food and water to the patients and their families
* Listened carefully to the conversations between patients, doctors and nurses.
* Helped nurses in making beds and moving equipment.

INTERESTS & SKILLS

**Languages**: English (Native), Urdu (Fluent), Hindi (Intermediate)

**Strengths:** Flexibility, Time management, Communication Skills, Good knowledge of Word, Excel, and PowerPoint

**Interests**: Reading, Drawing, ISOC society, Astronomy and Philosophy