**Mohammed Mahedul Islam**

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**Personal Profile:**

A highly motivated individual with good customer service and administrative skills developed through practical experience. Accustomed to accepting responsibility, using own initiative, working as part of a team as well as individually. Caring, respectable and non-judgemental approach to customers/clients, polite and hardworking with the ability to multi-task and remain calm as well as focused whilst under pressure.

**Skills:**

* Excellent Communication: Both written and verbal
* Interpersonal: Able to demonstrate understanding and relate to a wide range of people from different backgrounds
* Customer service: Strong customer focus, courteous with good telephone manners
* I.T literacy: Working knowledge of MS Office including Word, Excel and PowerPoint
* Languages: Bi-lingual; fluent in Bengali and English

**Qualifications:**

Bloods and Needles Academy Ltd

Competency training completed in:-

Phlebotomy and Cannulation with live blood sessions

Vaccination and Immunisation with Anaphylaxis Foundation Training

Smart Training Apprenticeship

BTEC Level 2 in Work Skills QCF- Pass

Edexcel Functional Skills in Maths- Pass

Edexcel Functional skills in English – Pass

Stepney Green Computing Maths and Science College

Business OCR- Pass

**Work Experience:**

**Night Receptionist – The Mad Hatter Hotel**

November 2021 – October 2023

* Dealing with customer queries
* Doing late check ins/early check outs
* Booking mini cabs for customers
* Setting up for breakfast
* Making sure the reception area is clean and tidy
* Using the Hotel Executive Booking System

**Admin Assistant – Utility Choice**

April 2021 – November 2021

* Preparing contracts for customers
* Finding suitable price quotes
* Creating invoices
* Producing reports and presentations
* Dealing with any enquiries via telephone or email
* Keeping records for payments
* Photocopying
* Making commission reports
* Ordering stationary
* Attending meetings and taking notes

**Receptionist/Admin - Lower Clapton GP Surgery** November 2017 – August 2018

* Booking appointments for patients and dealing with patient queries face to face and over the telephone
* Dealing with patient enquiries online via the surgery website
* Writing letters to patients
* Dealing with prescriptions
* Booking hospital appointments and arranging hospital transportation for patients
* Dealing with complaints
* Complying with data protection legislation
* Ordering new stock
* Filing, photocopying and scanning

**Receptionist/Admin - Addison Road Medical Practice** May 2017 – November 2017

* Using a variety of software such as Emis Web to book/ cancel appointments and pathology links to confirm receipt of patient’s blood test results
* Booking patients for specific services such as the ‘stop smoking clinic’ to promote good health and lifestyle
* Booking appointments specific to patient’s health needs to comply with the NHS quality and outcomes framework
* Scanning files onto patient records
* Deducting patients from the practice when required to do so
* Working under pressure in the front line alone at busy times

**Receptionist/Admin - TPP Recruitment (Temp)** November 2016 – May 2017

* Working in various GP surgeries
* Registering new patients
* Booking/Cancelling patient appointments face to face and via telephone
* Dealing with patient enquiries
* Scanning documents and keeping patient records up to date

**Manley Summers Recruitment & Training Service- Placement and Resource Consultant** June 2016 – August 2016

* Finding placements for people aged 16-24
* Calling employers to see if they require an apprentice
* Updating candidate and employment databases
* Arranging interviews with candidates and employers
* Dealing with complaints raised by employers and candidates

**Marks and Spencer (Temp):** March 2015- April 2015

* Processing cash and card payments
* Stacking shelves
* Reorganising merchandise to make room for new stock and making it look attractive
* Providing advice and guidance on product selection to customers
* Helping customers to find the goods they want
* Providing information on products and prices
* Handling complaints or passing them to the manager
* Promoting special offers and store cards

**Future Marketing Organisation:** October 2014 - January 2015

* Engaging strangers/ target audiences in conversation
* Raising awareness on behalf of UNICEF
* Explaining service plans to customers
* Planning and scheduling door to door routes
* Processing payments from customers
* Filling in forms from customers and completing all administrative tasks
* Handing out marketing materials including leaflets and flyers
* Working towards collective and individual targets
* Ensuring customer information is kept private and confidential

**Personal Interests:**

Physical exercise and staying up to date with the latest films.

**References:**

References are available on request.