**Saira Rafiq**

22 Wilfrid Close

Darnall

Sheffield

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**Personal Profile**

I am a highly competent, motivated and enthusiastic worker with experience of working

as part of a team or individually in a busy environment. I am an honest and hardworking

person who can adapt to all challenging situations and complete any task given with full

dedication. As well as using my own initiative, I possess many skills such as excellent

time keeping, communication and teamwork skills.

**Employment History**

**People plus** Sept 2022 – Feb 2023

Working as an accounts payable assistant

* Receiving and logging invoices
* Updating account information on the company’s database
* Processing invoices
* Data entry
* Dealing with queries
* Any other duties requested

**Nightingale** July 2022 – Aug 2022

Working as a data entry clerk

* Typing information into databases and systems
* Migrate candidate and client profiles onto new systems
* Downloading documents
* Copying and pasting information
* Ensuring all information is correct

**Royal Hallamshire Hospital** June 2022 – July 2022

Working as a medical records clerk

* Looking through filling systems and finding patients records
* Managing the patients health record files
* Using new systems such as pinpoint
* General admin duties

**Sheffield NHS CCG** Sept 2021 – Nov 2021

Working as an administrator

* Advertising and broadcasting NHS jobs
* Working with Excel, Microsoft word and Teams
* Setting up appointments and meetings
* Updating information for the Sheffield hospitals

**Selecto Recruitment Solutions Limited** Dec 2020 – Jan 2021

Working as a Customer Service Adviser

* Dealing with incoming calls from members of the public
* Updating customer details
* Answering customers enquiries
* Manage and resolve customer complaints
* Follow up on customer calls when necessary
* Documenting information

**Brunswick Primary School** Dec 2018 – July 2019

Working as a Teaching Assistant (Work Experience)

* Organise activities to help engage the student academically
* Help to clean and keep the school tidy under the Health and Safety guidelines
* Various admin duties including reception duties
* Helped with any queries from parents and students and related them to the

senior staff members

* Helping children who need extra support to complete tasks
* Supporting teachers in managing class behaviour

**Interaction Recruitment** June 2021 – June 2021

Working as a customer service advisor

* Answered calls from the public regarding the pension scheme
* Listened to their needs and provided a great service
* Identified ways to add value to the public
* Answered any relevant questions and directed them to the right information

**Education and Qualifications**

**Sheffield City College** Sept 2018 – July 2019

* Level 3 Childcare – Pass

**Hinde House Secondary School** Sept 2013 – July2018

* Maths – C
* English – C
* English Literature – B
* Science Core – C
* Health and social – Distinction \*

**Skills and Personal Qualities**

* Excellent working knowledge of all Microsoft Office packages including excel
* Ability to produce consistently accurate work whilst under pressure
* Ability to multi-task
* Able to ask for help
* Willingness to learn
* Systems I have worked on Iris and Sage

**References available on request**