

Shahena Khan

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Personal Statement

A dedicated admin assistant and university graduate with experience of office administration, social media marketing and content writing. Highly organised and detail-orientated individual with the knowledge of social media marketing, administration practices and procedures. In my previous role, I was responsible for providing administrative support and customer relations for the NHS (contracted under SITEL Group) reporting directly to the line manager. I have strong interpersonal, organisational and communication skills which allows myself to facilitate an efficient workflow. In my next role, I aspire to take on new challenges and responsibilities.

Key Skills

- Strong organisational & interpersonal skills with the ability to communicate effectively in-person, on phone and emails.
- Empathetic and professional when dealing with customer/client needs.
- Ability to work independently and as part of a team with exceptional time management.
- High level of accuracy and data analytical skills with knowledge of office processes, procedures and strong administrative skills.
- Proficient user of Adobe Suite, Canva, Microsoft Office & Google Suite.
- General understanding of SEO, CMS & CRM systems such as WordPress, HubSpot, Asana, Jira and Zoho.
- Self-motivated with a pro-active approach and plan, prioritises and organises work to achieve objectives on time.

Employment History & Work Experience

(Feb 2022 – PRESENT) - Actively Seeking Opportunities

Customer Service Advisor, SITEL Group, London

(2021 – 2022)

- Presenting a professional, friendly and courteous first impression of the company to all its clients.
- Managing incoming phone calls and emails.
- Receiving and dealing with all initial customer communications, by phone, mail and face to face
- Guiding all customer issues to a satisfactory conclusion
- Assisting management with customer service policies
- Creating and maintaining customer call logs
- Promoting the supportive image of the company in every way possible

Marketing Intern, Sammas UK, London

(2020 – 2021)

- Learnt and developed understanding of copywriting and SEO as well as web development and CRM through company website and blog.
- Generated traffic flow for business website via WordPress.
- Updating content across all social media platforms (Facebook, Instagram, Twitter). Edited professional company & client photos via Adobe Lightroom.

Cashier, Metro Bank

(2018 – 2020)

- Greeting and welcoming customers in a friendly manner, embodying company's ethos.
- Finding solutions for customers and advising them on the various products and services.
- Opening accounts for customers and providing loan and credit card facilities.
- Helping customers with amazing Magic Money Machines and Safe Deposit boxes.
- Participating in store events such as Kids Rock, Dogs Rule, Grand Openings, Metro Money Zone.
- Provided unparalleled levels of service and convenience for customers.
- Ability to work and learn quickly in a fast paced and dynamic environment.
- Carried out basic ad-hoc admin tasks such as shredding, faxing, filing, photocopying, printing and laminating documents.
- Ensured that all office-related policies and guidelines were kept up-to-date.

Education

Royal Holloway, BA Politics and International Relations – *Upper Second-Class Honours (2:1)* *(September 2018 – June 2021)*

Heathlands Sixth Form

(September 2016 – June 2018)

- Psychology – B
- Politics – B
- Biology – C

Brentford School for Girls

(September 2010 – June 2015)

13 GCSEs, grade A*-B, including Maths and English.

Hobbies & Interests

I was involved in various societies and clubs during my academic years. This ranged from clubs such as school council, eco-council, the debate club, the SMCS (the social multi-cultural society) and netball club, basketball club and cricket. I achieved the 100 hours v-inspired award by GSK pharmaceuticals, recognising my hard work and dedication.