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Thamanna Choudhury

Personal profile

An extremely hardworking, conscientious individual. First class interpersonal and communication skills. Competent working individually or being challenged as an active member of a team. Reliable and flexible to both hours and work. Willing to undertake any training necessary in order to improve existing skills and abilities.

The past year I have been out of work due to looking after my father, however that did not stop me from learning new things. I started a self study course with Codecacademy which is ongoing.

EMPLOYMENT

Dates: 2006 - ongoing

Occupation: Private Tutor

Main Activities: Teaching children of all ages up until a level, mathematics, science and English. Roviding educational activities and helping with homework

Name of employer: Este Medical Centre

Dates: 03/2020 to 08/2021

Occupation: Specialist in hair loss and Cryogenic Lipolysis / head therapist /trainer

Main Activities: I have various roles on this company, from booking appoints and dealing with complaints to providing the best treatments to clients. I was in charge of stock taking and managing shifts for colleagues. I had the responsibility of training up new staff and ensuring they follow all procedures correctly, on a daily basis I would interact with clients regarding their current treatments and checking up on their progress and referring to other treatments if needs be. While selling these treatments I also did treatments as a head therapist on clients taking into account any medical conditions they have.

Name of employer: West Way Nissan

Dates: 09/2019 to 02/2020

Occupation: Leads Coordinator.

Main Activities: As a customer Leads coordinator I was responsible for helping clients buy their desired cars, this role involved having conversations with the clients regarding the type of vehicle they are looking for within their price range, I also booked appointments with branches from around the UK. I had responsibilities of opening and closing the branch aswel as allocated jobs to my fellow colleagues

Name of employer: Sigma Finance

Dates: 15/09/2018 to 01/11/2018

Occupation: Customer Debt Consultant

Main Activities: As a customer Debt Consultant, I had extensive knowledge on different energy suppliers. My task was to liaise with the customer and provide them with best solution with the exergy debt they have occurred, taking into consideration their current needs and financial situations. This was extremely sensitive work, when dealing with customer who are already in debt. I had to use my soft skills and make them understand that, I am on their side and my role was to provide a solution.

Name of employer: Global Exposition Ltd

Dates: 01/03/2016 to 20/03/2018

Occupation: Social Media Manager

Main Activities: As a Social Media Manager for Global Exposition i was responsible for managing the companies social media presence. Dealing with current trends and needs, analysis what is trending and planning for maximum exposure. I worked on building new contents and pre-empting in advance the contents required , so that the company was on top of digital media content. My roles required me to give presentation, dealing with various stakeholders, and reporting to the senior management. I also planned events and various trade shows. I lead a group of young team and kept them motivated. I also learnt new skills, and improved on my existing interpersonal skills. This role also helped me improve on my technical and internet of things understanding and their daily applications and impacts.

Name of employer: Rightio LTD

Dates: 08/12/2015 - 20/02/2016

Occupation: Logics Operator.

Main Activities: As a sales advisor at RIGHTIO i was responsible for converting inbound calls into sales through building rapport, and understanding the needs of our customers. With a professional phone manner and excellent communications skills, i worked as part of a young and exciting team to reach sales targets and help to continue RIGHTIO’s growth as a leader in the industry.

As the first point of contact for our customers, i was also be responsible for ensuring all requests are dealt with as quickly as possible and that all of our customers understand what sets us apart from our competitors.

Name of employer: Eurochange

Dates: 11/03/2015 - 18/10/2015

Occupation: FX Cashier

Main activities: Taking ownership for the store to ensure that I provide the best possible customer service experience, working on my own and being prepared to work weekends, achieving sales targets and developing business opportunities and promoting the store in order to attract and retain customers and to increase sales. I provide a positive contribution to the stores profitability and be flexible to work at other stores in my cluster and region

Name of employer: Castle Vale Post Office

Dates: 09/2012 – 10/2014

Occupation: Post Office Counter Clerk/Shop Assistant

Main activities: My role involved serving customers quickly and efficiently, ensuring they are fully informed of all relevant services on offer. Working effectively and proactively towards individual and store targets. Completing transactions in an accurate and timely manner to provide a positive customer experience. Demonstrate good product knowledge to customers on key promotions and offers, maximising all selling opportunities. Ensuring necessary administration is completed. Adhering to all security procedures, ensuring that a high level of security awareness is observed at all times.

Name of employer: Prep Step

Dates: 09/2011 – 02/2012

Occupation: Team Leader

Main activities: The ability to motivate people, good spoken and written communication skills, a responsible attitude, good 'people skills' for building relationships with colleagues at all levels, the ability to plan and prioritise your own work and other people's, an understanding of computer systems and cash registers, calmness under pressure, decision-making ability and accuracy with record keeping.

Name of employer: National Express

Dates: 02/2011 – 04/2011

Occupation: Quality Administrator/Senior Rail Replacement Administrator

Main activities: As a Quality Admin I mostly used the OCS software, where I logged all journey failures and breakdown en routes, I also logged driver issues that may have occurred during journeys. I produced banners for individual operators, reports and invoices and also handled purchase orders using eBis amongst general administration duties such as updating the company’s system, answering any queries, chasing up after drivers and producing new starter packs.

Name of employer: Inspire Futures

Dates: 03/2010 – 09/2010

Occupation: Project Support Worker

Main activities: I worked with Employment & Outreach advisors gaining experience of valuable support services available to those from disadvantaged backgrounds. Supported residents in completing forms and assist them in making calls to relevant departments. I also answered incoming telephone calls, assist callers, take messages, provide information and make community referrals and direct calls to staff members. I greeted visitors, offering them refreshments and directing them to the right person, answering queries, screening phone calls, photocopying, filing duties and open, record and distribute incoming mail for all staff.

Name of employer: South Birmingham College

Dates: 10/2009 – 05/2010

Occupation: Administration/Receptionist

Main activities: My role included bulk photocopying, producing analyses of attendance figures, and of examination results, producing certificates, collating pupil reports, ordering supplies and equipment, cataloguing and maintaining materials and equipment and stocktaking, taking verbatim notes or producing formal minutes of meetings and word processing, copying and distributing bulk communications.

Name of employer: NR Frozen Foods

Dates: 06/2008 – 10/2009

Occupation: Sales Assistant/Administration/Stock Controller

Main activities: My role was helping the company distribute frozen foods to catering industries across the north. I liaised with clients in all areas of sales. I was responsible for meeting set sale targets and also stocking, replenishing and cleaning sales areas; assisting with product selection and processing payments of various kinds. On a daily basis I would be offering advice to customers; this enabled me to improve my customer skills. This part of the job required good co-ordination skills and attention as there was no room for error, it was essential the products went to the correct companies. I also had to manage the paperwork side of the company where I would create invoices, taking orders over the phone and collating the paperwork for each company

education

CodecacademyGo:

(01/2022 – ongoing) Different coding courses

University College of Birmingham:

(09/2011 – 06/2012) CACHE Level 3 Supporting Teaching & Learning

University of Wolverhampton:

(09/2007 – 06/2008) HND Science and Technology

Plantsbrook School:

(09/2004 – 06/2007) A-level Maths

Biology

Chemistry

Birchfield Independent Girls School: GCSE English A

(09/2001 – 06/2004) Maths A

Science BB

Geography B

Business Studies B

Religious studies C

Citizenship C

REFERENCES

Available upon request