**Yasmin Akhtar**  
9 Phillip Road  
Bescot  
Walsall  
West Midlands  
WS2 9DS

Email: [yasmina8291@gmail.com](mailto:yasmina8291@gmail.com)

Mobile: 07754283374  
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**Personal Statement**

An efficient and energetic recent postgraduate, with a first-class honour’s degree, and pending postgraduate degree. Highly determined, with a strong work ethic and a background in customer services. Excellent verbal skills and good telephone manner as demonstrated through previous work as a receptionist. Alongside educational pursuits, I also worked full-time, managing a small team in a fast-food environment for over two years, demonstrating confidence and the ability to manage my own tasks as well as overseeing the tasks of my team and successfully passing multiple internal and external inspections.   
Able to work confidently, managing my own workload and successfully delivering excellent customer service in every instance.

**Key Skills**

* Good verbal and written communication skills
* Fast and accurate typist with excellent written skills
* Ability to remain calm in high pressured situations
* Fast and efficient problem resolving skills
* Excellent punctuality and attendance

**Employment History**

**Receptionist (Walsall) – Premier Inn / Whitbread Group (May – October 2022\_**Worked as a receptionist, handling customer reservations, customer complaints, security patrols, and any other duties as required, whilst adhering to data protection regulations.

**Covid Site Worker – Prime Solutions (December 2020 – April 2021)**

Worked at a number of covid test-centres during lockdown including Oakengates, Telford, and Bilston. Greeted the public warmly as they entered the site, directed them to their booth and ensured they understood the process of submitting and awaiting their results.

**Shift Manager - Burger King (12th August 2016 – October 21st 2019)**

Sutton Coldfield, West Bromwich, Banbury, Walsall, Leicester, Wolverhampton, Derby

Key skills/duties:

* Maintaining high quality and high-speed service
* Ensuring all interactions were polite and professional
* Ensuring everything was in accordance with health and safety regulations
* Ensuring the level of customer satisfaction was constantly improving
* Communicating effectively with team members in order to help them reach their full potential
* Being knowledgeable about all products and promotions

**Customer Services Apprentice – Walsall Tesco**

**18th May 2014 - 10th August 2014**

Duties included (but not limited to) the following:

* Greeting customers and taking their orders
* Preparing and packaging orders
* Ensuring workspace was clean and complied with health and safety regulations
* Quality inspection – disposing of any products not up to standard
* Dealing with customer enquiries and complaints

**Education**

**University of Wolverhampton – (November 2022 – April 2023)**  
MSc Psychology

*Pending Results*

**University of Derby/Wolverhampton – (September 2018 – July 2021)**

Bachelor of Psychology   
*First Class Honour’s Degree*

**Higher Access – Business & Law (September 2017 – July 2018)**

Pass

**Abu Bakr Independent School (September 2006 - July 2010)**

9 A-C GCSEs:

English Language, English Literature, Maths, Science, Additional Science, Religious Studies, Citizenship, History, Urdu

**References**

**Available Upon Request**