**Zyneb Nasir**

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Education:

**Royal Holloway university of London. -Egham, SRY**  -September 2019 - July 2022

Bachelor of Science, Psychology BSc.

Grade achieved: upper second class (2:1).

Modules: research methods, social psychology, occupational psychology, adult psychology, forensic psychology.

**Capital City Academy. -London.** -September 2017 – May 2019

A-Levels; Art(A), Psychology(C), English Literature(C).

**Capital City Academy. -London.** -September 2012 - June 2017

GCSEs; Mathematics(5), English (6), Core and additional science(C), Religious education(A), Art(A), Additional GCSE in Dutch(A\*).

Work Experience:

**UNIQLO**. -October 2022 – May 2023

**Costumer service advisor**. - Regent Street, London.

A well known Japanese fast fashion retail brand, ranking high globally due to it’s low-cost, excellent quality, minimalist clothing.

Key responsibilities:

* Selected multiple times by managers to partake in “A-rank” folding procedures for the store’s global picture competition. Due to the attention to detail exhibited for this task I was able to effectively assist Uniqlo’s marketing strategy.
* Displayed outstanding leadership skills by performing higher costumer advisor responsibilities such as “hanbai keikaku” (inventory planning, store layout, merchandise, and sales reviews) within 3 months of employment. The employee feedback contributes to overall improvement in target sales.
* Through weekly team meetings was able to obtain excellent product knowledge and awareness of highest selling items to effectively meet 90% of sales targets each week alongside colleagues.
* Employed active interpersonal skills to resolve inbound queries and uphold costumer satisfaction rates.
* Communicated in Arabic or Dutch language when attending to foreign costumers.

**The Rosedale Hewens Academy trust. -**September 2022 - October 2022

**SEN assistant teacher.** - Uxbridge, London.

An organisation committed to providing the best possible education for students in its care.

Key responsibilities:

* Was independently responsible for 7 SEN students, providing them academic support in different subjects such as English, Science and maths.
* Displayed great critical analysis skills by utilising my psychology degree to carefully examine the educational needs of the students. Allowing for effective help with lesson topics when preparing additional learning materials to assist in comprehension.
* Managed 1 to 1 meetings with students that required extra support. Using alternative language and visual methods to further aid the understanding of the class material.
* Showcased professional phone etiquette skills when placing calls to parents in order to discuss the social and emotional needs of their child.

**Specialeyes eyecare, -**July 2019 – September 2019

**Volunteer costumer advisor.** -Willesden, London.

An independently owned optician with three practices across London.

Key responsibilities:

* Demonstrated exceptional organisational skills by managing, processing and recording confidential costumer files.
* Employed creative thinking by communicating previously obtained knowledge of eyewear when advising costumers on new frames.
* Supervised high volume costumer queries and overtook responsibilities when colleague was absent.
* Obtained outstanding technological skills when accessing costumer data, completing transactions, and performing eye scanning procedures.

Accomplishments:

* Certificate for an introduction to programming using python.
* Student of the year award in 2019.
* Diploma for Royal Academy of Art in London.
* Effort Award in Art.

Skills:

* Strong time management skills
* Excellent in working under pressure.
* Dependable and dedicated.
* Respectable and patient.
* Outstanding critical analysis skills.