

6 Crewe Street

Derby

DE23 8QL

Please find attached my CV for the position at your organization. This position interests me because I would like to seek a new challenge in a new environment of yours.

As you can see from my CV that I have worked at McDonald's Restaurant where I have gained vital interpersonal skills. Also, I have dealt with customer complaints where I fulfilled customer expectations and have ensured customer has returned with a good level of service and experience.

I would be grateful if this opportunity is given to me. I am available for an interview at your convenience.

Looking forward to hearing from you soon .

Thank you,

Your Sincerely,

Humza Shabbir.

CV-Humza Shabbir



Personal Details

6 Crewe Street

Derby, UK

DE23 8QL

Telephone-0133236639

Mobile-

Email-hs_7@hotmail.co.uk

DOB-31/08/1990

Linkdin-

Profile

I am a honest, friendly, reliable conscientiousness individual who has passion for learning skills. I am committed to work that's given to me always, also strives a challenge and enjoys set targets that I can work towards .I can work in a team as well as use my own initiative to carry out tasks I enjoy meeting new people and learning about different culture and languages.

Education & Qualification

Derby Mult Cultural Centre Confidence Course, ESOL Course Level 3

University of Derby Undergraduate 2009-2012

BA/BSC (Joint Hons) Web Based and Business Management – Duration 2011-2012

College – Derby Joseph Wright Centre – Duration- 2008-2011

Studied- BTEC Level 3 IT & Business

Grade Distinction/ Merit

College- Prince Charles Avenue **Duration-**2006-2007

Studied BTEC Level 2 IT Practitioners

Grade Distinction

Murray Park Community School- Address- Murray Rd, Mickleover, Derby DE3 9LL- Location UK

Duration -2002- 2005

Subjects- English (C), English Lit (C), Urdu (A), Drama (C), Maths (F)

MQ Foundation School- Pakistan- Address- Shah Jamal Shadman, Lahore, Punjab 54000, Pakistan – Location Pakistan

Employment History

Organisation -British Heart Foundation **Duration** 2012-2012 (2months) **Address**- 4 Babington Ln, Derby DE1 1SU- Location- UK.

- **Job Role-** Sales Assistant (Volunteer) **Duties-** Handled Cash, Dealt with Customer, Stocked Items.

Organisation- McDonald's **Duration** 08-2012 – **Address** -181/193 Osmaston Park Rd, Allenton, Derby DE24 8BT , Location UK –

- **Job Role- Crew Member - Duties-** Deal with Customer Complaints, Complete Customer Orders, Handle Cash, Team Working Skills, Customer Service Skills and Problem Solving Skills.

Organisation- Rolls Royce **Duration** - 1 week **Work Experience-** **Address** - Moor Ln, Allenton, Derby DE24 9HY, Location -UK

- **Job Role-** Office Administrator **Duties-** Paperwork, Filing, Printing, Scanning, Responding to incoming calls

Skills Acquired

- **Customer Service Skills-** I was able to take orders meet and greet the customers as well I went extra mile to ensure customers is satisfied with their experience at McDonald's
- **Provided Good Customer Service Skills**
- **Built Good Customer Relationships**
- **Interacted with the customer and provided a friendly service.**

IT Skills

- Experience with Web Programming Languages HTML and CSS
- Excelled user of all Office Application MS word, Power Point, Excel, Access and Visio, Accustomed with editing software Flash and Paint

Hobbies and Interests

In my spare time, I like to play scrabble and watch Football, Cricket, Tennis, as well as that I enjoy reading Guardian Newspaper to keep me update with current affairs, Computing and Business books and Manchester United Magazines. I also use a weblog to keep a track record of things I enjoy.

Languages Proficiency- Native- Urdu- English,- Limited proficiency Hindi- Fluent , Punjabi- Limited proficiency

References Available upon Request