**Nadia Batool Shah**

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**Personal Profile**

Retail Sales Assistant who has experience working in Noah charity shope, I also have paid experience as a lunch time supervisor in a school and as a cleaner in the same school where I currently work part time. I am a genuine team player who will collaborate closely with branch colleagues to ensure a customers’ needs are precisely met. I will always ensure a positive company image by providing a courteous, friendly, and efficient service to customers and fellow team members at all times. Proficient in speaking English and Urdu languages, allowing me to clearly communicate with others. At the moment she work for Southfields Primary school where I ensure that the school is clean and tidy and children are well looked after during lunchtime periods. Throughout my career I have consistently created a positive customer experience and work environment. Currently looking a part time retail position preferably Saturdays.

# Key Skills

# Replenishing stock to shelves.

* Assisting with the sales process by maintaining a fully stocked store with goods that people want to buy.
* Excellent customer service skills
* Ensuring all out of date products are removed from sale and waste is correctly recorded.
* Awareness of on-site health and safety issues
* Product rotation and retail sales
* Problem Solving

# Employment History

**Lunchtime Supervisor 2022 – Present**

**Southfield Primary School, Luton**

* Help children cut up their food, if needed.
* Encourage good behaviour and table manners.
* Supervise children in the playground (or indoors if wet weather).
* Comfort children who are upset.
* Deal with minor injuries like cuts, grazes and bruises taking them to nurse for first aid.
* Organise games.
* Health and Safety.
* Taking Childten to the payground and lunch hall from classes.

**Cleaner 2021 – Present**

**Southfield Primary School, Luton**

* Clean nursery classes, meeting rooms and toilets for staff and nursery.
* General cleaning in Nursery building and offices to keep areas presentable and safe
* Vacuum carpets, Mopping and cleaning upholstery, changing bins.
* Maintain stock levels of cleaning products

**Caring assistant 2017 - 2021**

**Better health, APT, Westminister Healthcare.**

* Help with washing and dressing
* Make food or help with eating
* Get to know their interests and needs
* Do household jobs, like washing clothes and shopping
* Monitor their weight and record any concerns they have
* Check they're taking their prescribed medications
* Support their physical and mental wellbeing through activities

**Voluntary charity Sales Assistant 2016 - 2016**

**Noah Charity**

* Served customers with enquiries
* Unpack deliveries, stock shelves and arrange displays
* Rotate and replace stock
* Promote products to meet sales targets
* Keep the store clean and tidy

**Pasenger Assistant 2015 - 2016**

**A to B taxi company**

* Attend peoples houses to pick them up and drop them to school.
* Find out about clients needs from the taxi company.
* Assist clients to be calm and settle if they are upset or anxious.
* Ensure they have items which helped relax them such as much or talking to calm them down

**Qualifications and Training**

**Southfield Primary School, Luton**

* Health and Safety course - Institution/provider name (Year)
* Manual handling
* Food Hygiene and PPE awareness
* First Aid

**Dunstable College 2018 - 2019**

STL - Teaching Assistant Level 1 – Pass

* Health and Beauty Level 1 – Pass
* Parenting Course Level 1 - Pass

**Adult Learning Centre, Luton 2015 – 2016**

* ESOL Entry Level 3 Pass

**Hobbies and Interests**

* Reading books to gain knowledge.
* Art/craft – Attention to detail, Innovation, Creativity sewing

**References available on request.**