Ikram Gutale

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PROFILE

I am a motivated, adaptable and responsible person seeking further experience to expand my knowledge. My reliability, communication skills, responsibility and friendly nature are assets I would bring to work. I have experience in working with others and strong organisational and administrative skills with the ability to work independently and use my own initiative. I also have the ability to prioritise whilst under pressure meeting tight deadlines and objectives. I am also a driven, responsible and patient person. I work well as a team, as well as working on my own; I encompass a caring personality plus a lot of experience obtained by volunteering in a care home and day centres. Being friendly and outgoing has helped me provide a positive view of myself to other people. Being able adapt to any atmosphere has made me proficient to work with various types of people and make them feel comfortable. I am reliable, hardworking, and loyal to my work.

EDUCATION

Claremont High School Academy: 2007-2012

* GCSE’s: 7 Including Math's, English and Science at grades A to B

Stanmore College: 2012-2015

* BTEC health and social care level 2 – Distinction\*
* BTEC health and social care level 3 – 2 Distinctions and 1 Merit

**Middlesex University: 2018 - 2021**

* Criminology – 2:1

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| WORK  **Sales assistant in Debenhams, Harrow: November 2015 – January 2016**  As a sales assistant I have taken a supervisory role on a day-to-day basis, in a fast-paced retail environment. I am a target-oriented individual, I achieve my personal sales targets in line with KPI objectives and I ensure every customer gets what they are looking for. Furthermore, I thoroughly enjoy creating a welcoming environment, which provides excellent customer service allowing customers to feel that they understand the benefits of the products and services they are looking for. As a people’s person, I find it easy to help customers and I derive genuine enjoyment from my job.  **Customer Service Agent – Just Eat Call Centre, Borehamwood: January 2016 – April 2016**  As a customer service agent, I had to make sure to solve any problem a restaurant may have such as contacting their customer, carrying out refunds, managing data updates, referring cases to management and also guaranteeing support through social media. Working as a customer service agent has helped me gain problem solving skills as well as my communication skills. This job has taught me to be patient and maintaining professionality is always important. Working here was a great experience and I loved making customers happy.  Supervisor in KFC, Colindale: May 2016 - Present  Working at KFC has allowed me to maintain high standards of customer service during high-volume, fast paced operations. I have learnt to communicate positively and clearly with co-workers and management. I have mastered point-of-service computer system for automated order taking; I have also handled currency and credit transactions accurately and quickly. Working here has also taught me to build a loyal clientele through friendly interactions and consistent appreciated. I know how to resolve complaints promptly and professionally. I’ve learnt to take initiative to find extra tasks when scheduled duties have been completed. I train new employees by motivating and instructing them on proper food handling, safety procedures and how to provide excellent customer service; also providing feedback on performance, this ensures that the team are offered continuous development to help keep them engaged and deliver better performance. As a supervisor, my job included stock control, cash handling, counting the safe, closing the store and setting up security measures at the end of the day. This work involved me in advising and assisting customers, coping with problems and unexpected situations, and taking responsibility for cashing the tills at the end of the day. |

SKILLS

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| * Effective communications * Working under pressure * Customer service * Decision making * Problem solving * Meeting deadlines * Working in a team * Hard working * First aid |

Interest and Hobbies

An interest of mine is volunteering at a homeless shelter called shelter from the storm which is based in Islington. It gives me a great feeling to know that I am making a difference to those in need. Another interest of mine is exploring different cultures and languages, by meeting new people, watching documentaries and travelling has always been one of my favourite things to do; this helps me interrelate with others from different cultures in an appropriate manner. Additionally, reading is one of my great pleasures; there are many genres that I am fond of, however I am passionate about history; imagining of what the world was like before me and how society’s minds have changed over time.

REFEREES

References available upon request.