

# ASMA BEGUM

10 Heaton Place, Heaton, Bradford, West Yorkshire BD9 7DD

Mobile: 07777 111 222 Home: 01274 123456

Email: [A.Begum475@gmail.com](mailto:A.Begum475@gmail.com)

## EDUCATION AND QUALIFICATIONS

---

**University of Bradford BSc (Hons) Psychology** **2023 – present**

**Grange Upper School, Bradford** **2016 – 2023**

A Levels: Psychology (A), English (C) and Religious Education (C)

GCSEs: 9 subjects (1A, 4Bs and 4Cs) including Mathematics and English

## EMPLOYMENT EXPERIENCE

---

**Wilko, Bradford** **Retail Assistant** **March 2023 – present**

- Working as part of a team to receive early morning deliveries, maintain warehouse standards and provide customer service. I consistently fulfil my tasks before the end of every shift.
- Developed excellent communication and customer liaison skills. I have shown initiative and teamwork skills by supporting other team members with their tasks after finishing my own.

**TK Maxx, Leeds** **Customer Services Assistant** **Dec 2022**

- Encouraged colleagues to reach work targets collectively creating team spirit.
- Tidied up the shop floor and maintained stock in pristine condition.
- Dealt with telephone calls and queries from other stores such as searching for coded items in order to price them.

## VOLUNTARY WORK EXPERIENCE

---

**Malik Solicitors, Bradford** **Volunteer** **July 2022**

- Carried out a range of clerical duties such as photocopying and filing.
- Familiar with a range of office equipment.

**RSPCA, Keighley** **Volunteer** **Feb – May 2022**

- Worked as part of a small team from a variety of social backgrounds to run an RSPCA charity shop in Keighley town centre.
- Supported the manager by unloading deliveries and using practical skills to display goods for resale.

## SKILLS PROFILE

---

- *Communication* – enhanced communication skills when interacting with customers at Wilko.
- *Teamwork* – developed through playing for the netball team and taking an active role in the club.
- *Problem Solving* – dealt with angry customers in a professional manner, resolving situations using own initiative.
- *IT / Computing* – proficient user of Microsoft Office programs including Word, Excel and PowerPoint.
- *Languages* – Urdu (fluent) and French (basic).

## INTERESTS

---

- Enjoy listening to music and reading autobiographies and books on psychology.
- Keeping up-to-date with current affairs.
- Vice-captain of local netball team playing league matches every week.