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Profile

A competent, dynamic and highly motivated individual with experience in Education, Management, Marketing and Customer Service. Proven ability to assess client's needs to effectively promote goods and services. Possessing excellent communications and inter-personal skills, focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with customers. Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the organisation. Currently looking for a suitable position within a reputable company, where my skills & abilities can be utilized on a part-time basis eventually to full time if suitable.

Areas of Expertise

Customer Care/Service	Client Relationship building	KPI's / B2B / P&L
Business Development	Report writing / Quality assurance	Target setting
Education industry	Equality & Diversity/Safeguarding	HR management
Training & Coaching	Presentations / IT skills	Planning & Organising

Employment History

2017-Present Functional Skills Assessor – Lifetime Training

- Responsible for working with work- based learners, delivering all aspects of Functional Skills to ensure successful completion using face to face and online delivery.
- Successfully deliver functional skills aims to learners who are required to complete functional skills as part of their apprenticeship programme
- Coach all learners through their functional skills aims, adhering to internal and external standards and ensuring that all learners are stretched and challenged to their maximum potential
- To deliver FS workshops in both one to one and group delivery environments
- To provide support to learners via various formats: one to ones, classroom, virtual learning, telephone, and email
- To maintain and progress a caseload of learners as per KPI's
- Ensure all learners experience quality standards in line with Company and Ofsted guidelines
- Ensure Safeguarding, Health and Safety and Equality and Diversity are promoted for all people accessing programmes.

2019-Present – Part time Online Tutor TLC Live

- Creating lesson plans for the students
- Assessing students on their existing ability in a subject area
- Creating a schedule for further education and development in subject areas
- Assessing a student's level of progress within a subject and identifying areas for improvement
- Providing mock examinations or tests to prepare students for real exams
- Reviewing student's homework assignments and test scores and working through problem questions that the student did not answer correctly

2017- 2019 Part-time NHS 111 Health Advisor – Care UK

- Part of a team of who are the first point of contact for callers experiencing symptoms or accessing healthcare services via this Single Point of Access (SPA), on a 24/7 basis, working rotating shifts.
- Undertaking a clinical assessment of patients calling using the NHS Pathways triaging tool to ensure callers receive the most appropriate care provided by the most appropriate service.
- Ensuring the timely assessment, questioning and accurate recording of all patients requiring emergency/urgent assistance.
- Dealing with calls from a range of health and social personnel including hospitals, nursing homes, social service, mental health teams and ambulance crews.
- Instructing and advising callers as guided by clinical triage protocols and procedures and the clinical triage software.
- Utilising Computer Aided Referral clinical triage software and Information Communication Technology (ICT), including telephony, data, email, and fax, to achieve effective communication with clients and operational staff.

2016-2017 Work Based Learning Assessor-TLC

- Managing a caseload of over fifty learners
- Assessing Business L2-L3, Customer Service L2-L3, Team Leading L2, Facilities Services L2, Facilities Management L3 and Management programmes from Level 2-Level4
- Ensuring successful programme establishment
- Training and assessment as required in line with Awarding Body compliance requirements
- Managing the induction and on-going assessment of the programme in line with occupational standards
- Ensuring the on-going professional development of all learners
- Managing external testing processes for Functional Skills and Technical Certificates
- Encouraging learners to be active in feedback and evaluation of training delivered
- Evaluation of the general provision and delivery of training with the aim of continuous improvement
- Responsibility for delivering and assessing the qualifications and framework
- Carrying out full evaluation of the training delivered in the form of progress reviews, ILPs and support visits
- Ensuring consistent standards achieved from each learner on programme
- Working closely with the Senior Management Team to ensure consistency throughout in line with Company requirements

Monitoring and evaluating further training and development needs for all learners

- Identifying sales and business development opportunities
- Maintaining a minimum of 90% timely achievement rate

2015-2016 Cover Supervisor Secondary – Thomas Bennett Community College

- Leading whole classes in a secondary school (all subjects and year groups)
- Dealing with challenging behaviours in the classroom supervising isolation units.
- Making sure all students are focused and on track to meeting the lesson objectives
- Preparing the classroom for lessons
- Helping any students who are struggling with the work set for their cover lessons
- Delivery of GCSE Business to 6th Form learners.

2006 – Dec 2015 Functional Skills / ALS/Employability Coordinator – East Surrey College

- Working to meet national targets. Assessment procedures and ensure curriculum quality.
- Manage and direct Functional Skills staff on all aspects of teaching and learning.
- Mentoring new staff. Responsible for the Performance Management of the Functional Skills team.
- Responsible for developing and coordinating specific training programmes in line with learner development.
- Piloting new schemes. Forward planning and managing own designated caseload.
- Regularly assess, monitor, review, evaluate and adjust the Individual Learning Plan, when necessary.
- Presenting / Training staff. Teaching 14+ learners. Quality assurance.

2002 – 2005 Travel Consultant – Virgin Holidays

- Taking inbound calls from new and existing customers, booking flights, assisting in any queries, and engaging with frequent flying members.
- Offering customers effortless, and impressive experiences, providing advice and guidance to help them find the right product that suits their needs.
- Ensuring high levels of attention to detail and providing accurate information, to minimise the need for the customer to contact again.
- Maximising revenue at every opportunity, by listening to customers and their needs.
- Working towards monthly sales, productivity, and customer satisfaction targets.
- Attending and contributing to team meetings and briefings. Sharing and receiving best practice with colleagues.
- Proactively ensuring that objectives are met, and skill levels are constantly developed.

Achievements

- Maintained outstanding/good teaching outcomes in education for the past twelve years in FE, Secondary and work-based learning teaching environments.
- Developed working knowledge of education/curriculum including additional learning/social needs.
- Established good working relationships with customers/clients.
- Consistently achieved KPI targets set by the organisation.

- Developed new quality standards for better performance and reliability.
- Provided professional services and solved problems efficiently and effectively.

Education, Training and Qualifications

- 11 G.C.S.E Grades A-D
- A-Levels- Law- D History-C English- B
- Level 2 FS Maths/English and ICT
- BA Cultural and Historical Studies
- MBA (Masters Business Administration)
- Equal Opportunities Training Level 2
- Safeguarding L2
- Conflict Management L2
- Prevent Training
- Assessors Award Level 3
- Level 4 Lead IQA Certificate
- Post Graduate Diploma to Teaching in the Lifelong Sector
- Customer Service | Equal Opportunities | Conflict Management | Mentoring
- Advanced IT Skills (Microsoft, Internet)

Abilities and Competencies

- Thrives on a challenge, is adaptable and sees a job through to conclusion.
- Good personal judgement when assessing customer needs. Creative problem-solving skills/resourceful
- Ability to drive results even when time or resources are constrained.
- Make customers with different values or background feel welcome and respected.
- Ability to work independently and as part of a team. Seeing any issue through from start to finish.
- Microsoft Office (Word, Excel, Access, PowerPoint and Outlook etc.).
- Time management and organisational skills. Excellent typing skills.
- Good verbal and written communication skills.
- Ability to work within a busy and demanding team environment. Ability to listen and anticipate.
- Responding proactively to new opportunities and challenges. Coming up with ideas for promotions.
- Able to concentrate on one task for long periods of time. Good administration skills.
- Proven record of achieving and surpassing targets.
- Able to organise & priorities workload and meet deadlines. Confident telephone manner.
- Capability to handle multiple projects smoothly and thoroughly.
- Ability to learn quickly and adapt to (often complex) in-house systems.
- Ability to deliver a World Class Customer Experience, exceeding client expectations.

Personal Effectiveness

- Seeks and finds solutions to challenges - exceptionally positive attitude.
- Solid approach to achieving tasks and objectives. Attention to detail and work well under pressure.
- Self-motivated team player, decisive and results-driven.
- Creative and proactive approach to projects and problem solving.
- Dedicated to the job with a strong drive to succeed and a can-do attitude.
- Hard working, confident in my ability and maintain the highest integrity.
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References available on Request