***Amina Khatun Miah***

**Address:** 51 Devitt House Wade’s place E14 0DD

**Date of Birth:** 06/12/ 1985

**Telephone:** 07932797774

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**Personal Profile**

I am a hard-working, confident and trustworthy individual and have work pro-actively in a team or using my own initiative. Possess strong interpersonal skills, coupled with a good sense of humour.

**Key Skills**

* Excellent communication skills
* Computer literate [Microsoft office packages]
* Ability to interact with people at all levels
* Excellent organisational and time management skills
* Flexible, with the ability to adapt to changes
* Bilingual in fluent English & Bengali/Sylheti dialect
* Full UK Driving Licence

**Work History**

**Ward clerk @ Ipswich Hospital NSHP**

* Dealing with patient enquires
* Administrative duties, filing, photocopying
* Answering phone calls professionally
* Admitting Patients/Wrist Band
* Producing daily reports
* Ordering stationary
* Dealing with post daily/Distributing to staff members
* Working in reception assisting patients and relatives
* Ward Clerk duties and office work

**Admin & Clerical @NHS professionals Ipswich Hospital June 2015**

* Booking patients appointments
* Administrative duties, filing, photocopying and invoices
* Answering phone calls professionally
* Using Microsoft outlook
* Producing daily reports
* Ordering stationary/leaflets and posters
* Dealing with post daily basis
* Working in reception assisting patients and relatives
* Knowledge of Lorenzo, evolve and cayder

**Customer Service Assistant @ Co-Operative Food Store- Ipswich June 2007-Jan 2019**

* Working on the till / Serving customers Daily basis
* Selling food and price tagging products
* Putting food out on the shelves and sorting out the deliveries
* Using the PDQ machine and sorting out leaflets and memberships
* Using the gas, electric and phone top up machine
* Writing in books of date produce at the end of the shift
* Closing up the storeand putting the shutters down.
* Helping staff and customers with problems and enquires
* Cashing up and basic banking on daily basis

**Reception/Front House Assistant @ Picture House –**London

**0ct 06-Nov08**

* Answering Phone Calls Professionally
* Processing tickets for customers daily basis
* Selling memberships, inputting data on the company database
* Printing leaflets and sending emails
* Filing, photocopying documents and faxing
* Dealing with enquires
* Cashing up using the till and banking on daily basis
* Working shift hours

**Client Service Administrator @ Nuffield Proactive Health –** London

**Feb 04- Jan 08**

* Answering the phone professionally making booking over the phone
* Ensure clients sign in before entering the health club
* Sending mails to clients and organising dairies and bookings
* Making appointments for clients and taking payments for treatments
* Administrative duties, filing, photocopying and invoices
* Inputting data on the database/producing daily reports
* Ordering stationary/leaflets and posters
* Patient logs on excel and doing practitioners invoices
* End of day cashing up/using the PDQ machine
* Working shift hours 6.45-2.45/11.30-7.30

**Administrator/ Sales Assistant** @ **Phone Company Ltd** –London

**January 03- Dec 04**

* Selling electronics and mobile phone
* Answering phone calls, taking messages
* Dealing with customer and maintaining the shop floor
* Involved in Sales and Marketing/serving customers in retail side
* Sorting out monthly invoices/ordering stationery and computer parts
* Printing out emails/ producing daily reports
* Inputting suppliers' information on database
* Using the mobile phone top up machine
* Typing letter, sending emails to clients
* Sending out checks to the company

**Office Assistant @ Financial Data Management – London**

**Oct 2002**

* Administrative duties, filing, photocopying and invoices
* Answering phone calls professionally
* Using company database to send emails
* Inputting data on the database/producing daily reports
* Ordering stationary/leaflets and posters
* Dealing with post daily basis

**Education & Training**

**Open University**

**2007-2008**

Level 1 Social Science

Level 2 Exploring Psychology

Professional Receptionist Diploma @ICS (pass)

**Bethnal Green Training Centre E1 5HZ**

**2002-2003**

NVQ Level 2, Business Administration and IT (pass)

Professional Receptionist Diploma (Pass) 2016

**Langdon Park School, Byron Street, London E14**

**1997-2002**

10 GCSE’S Including English and Maths

**Leisure Activities**

Music; Movies; Socialising; Reading; Current Affairs; Fitness/Gym

**References**

Available on request