

CURRICULUM VITAE

PERSONAL DETAILS

Name: Mr Imran Ahmed Mirza

Address: 125 Waidshouse Road
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Telephone: Mobile: 07393686084

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Date Of Birth: 2nd May 1985

Marital Status: Married

Nationality: British

Driving Licence: Full (clean) driving licence held since 2003
Category C+E licence held since 7th June 2024

EDUCATION & QUALIFICATIONS

1996 – 2001: **Edge End High School, Nelson, Lancashire.**
GCSE English Literature
GCSE Maths
GCSE D&T Resistant Materials
GCSE Religious Education
Part One GNVQ Intermediate IT

2001 – 2002: **Nelson & Colne College, Nelson**
Edexcel – Advanced Information Technology

2003 – 2006: **Burnley College, Burnley**
Plumbing NVQ Level 2

EMPLOYMENT HISTORY

Jan' 01 – Feb' 03: **Kwik Save, Burnley**
Position: Shop floor Assistant

Job description: dealing with customer's enquiries, operating till system, dealing with deliveries, and maintaining high levels of Customer Service at all times.

Apr' 03 – Nov' 03: Reality, Burnley (work experience)

Position: Call Centre Agent

Job description: processing customers catalogue orders and offering add on sales i.e. company special offers, dealing with customer enquiries and maintaining set targets by the company for example, call handling time, sales targets, first time customer resolution, and Quality Monitoring.

Nov' 03 - Dec' 04: Connections Ltd

Position: Outbound Telesales Advisor

Job description: involved a lot of cold calling to customers aiming to sell gas and electricity on behalf of Powergen. Aiming to achieve set targets by the company to earn commission bonus. My aim was to build rapport with customers, selling the company products, and closing the sale effectively.

Jan' 05 - Oct' 05: Matalan Ltd

Position: Shop Floor Assistant

Job description: working as retail assistant for a major home ware and clothing company called Matalan. The role also involved dealing with deliveries, replenishing stock levels, and operating a till system.

Oct' 05 - Jan' 07: Asda Stores Colne

Position: Shop Floor Assistant

Job description: my role at Asda involved working on the Customer Service desk processing returns and exchanges. I have also had the opportunity to sell electrical items i.e. computer software, televisions, microwaves, etc. My main role was to provide assistance on the shop floor i.e. operating till systems, money handling, and maintaining high levels of Customer Service at all times.

Jan' 07 - Feb' 09: Motorpoint Ltd

Position: Professional Salesman

Job description: Motorpoint is a Car Supermarket with 5 branches across the U.K. My main job role involved, selling motor vehicles to customers face to face or over the telephone. The role also involved cold calling to maximise sales opportunity. I also had set targets by the company i.e. to sell 30/40 cars a month to achieve commission bonus. My aim was to build rapport with customers, offering a variety of financial related products and also selling insurance based products to maximise sales profits.

Feb' 09 – Feb' 10: Shop Direct Ltd

Position: Customer Service Advisor

Job description: processing customers catalogue orders and offering add on sales i.e. company special offers, dealing with customer enquiries and maintaining set targets by the company for example, call handling time, sales targets, first time customer resolution, and Quality Monitoring.

Feb' 10 – Mar 24: Computershare Ltd

Position: Collections Specialist /Team Leader

Job description: chasing mortgage arrears. Managing team and

performance levels. Conducting 121 sessions and coaching development needs.

PERSONAL QUALITIES

I am honest, reliable and enjoy working in a challenging environment, thus enabling me to work to the best of my ability. I have excellent interpersonal skills whereby I am able to communicate effectively either working alone or as part of a team.

HOBBIES & INTERESTS

Playing football, snooker, going swimming, music, computing, entertaining / socialising, and going to the cinema.

REFERENCES

Available upon request.