

Rahima Ukasha

Adept at handling customer complaints & provide appropriate solutions.

Ajman Rawdha 1

rahimaukasha@hotmail.com

0504399575

Knowledge in providing friendly, through customer service to clients, families and fellow professionals. Skilled at communication skills and help in encourage teamwork. Adept at handling confidential and or sensitive information.

Work Experience

Sortation Associate

Amazon - Walsall

November 2020 to May 2021

picking, stowing and staging

Nursery Nurse

Footsteps Day Nursery, Chingford - London

November 2016 to July 2019

Department: Operations

- Record medications for a each student
- Recording accidents that happen in the environment
- Singing and dancing with them
- Making sure the students are well behaved at all times.

Customer Service Assistant

British Heart Foundation, Walthamstow

November 2015 to December 2015

Department: Operations

- Providing great customer service
- Answer the telephone and take messages
- Assist customers with their queries
- Ensure the store is clean and presentable at all times

Nursery Assistant

Low Hall Children's Centre, Walthamstow - London

2014 to 2015

Department: Operations

- Report signs of illness, neglect or apparently non- accidental injury.
- Support all staff and engage in a good staff team.
- Feeding suitable meals, snacks and drinks.
- To contribute to a programme of activities suitable to the age range of children in your area in conjunction with other staff.

- To ensure the provision of a high quality environment to meet the needs of individual children from different cultures and religious backgrounds and stages of development.

Nursery Assistant

Buxton Primary School

June 2013 to June 2014

Department: Operations

- Engaging children in learning and play activities
- Assist children with washing up and encourage good levels of hygiene
- Working with team members
- Preparing meals for the children

Education

None in Mathematics Entry Level

Walthamstow Adults Learning Centre - London

September 2015 to 2016

Diploma of Higher Education

Waltham Forest College

September 2013 to July 2014

None

Buxton Secondary School - London

September 2011 to July 2013

Skills

- MICROSOFT WINDOWS
- WINDOWS 8
- MICROSOFT WINDOWS 8
- MS OFFICE
- NETWORKING

Awards

Jack Patchy Award

September 2015

I worked hard throughout 2 years of me studying at waltham forest college in uk. I was always on time to class, and never got no behavioral points (report card).

Additional Information

Personal skills

- Effective communicator
- Ability to remain calm under pressure
- Empathic and sensitive to the needs of others
- Approachable and friendly disposition

Computer and language Skills

- Microsoft Windows 8, 10 and Basic Networking Concepts & Internet Browsing.
- MS Office Tools
- Fluent English Speaking with Effective Communication and Presentation Skills.