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Tel: [Redacted]  
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Email: [Redacted]

*Turkish*

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any other qualifications?*

**PERSONAL INFORMATION**

Gender: Female  
Date of Birth: [Redacted] 23

**EDUCATION**

2005-Present: [Redacted] London  
Currently studying for a Masters degree in Pharmacy: [Redacted]

2002- 2005: Lansdowne College  
A-Levels: Chemistry (A), Biology (B), Mathematics (B), IELTS score of (7.0)  
GCSE's: English Language (C), English Literature (C), Double Science (C.C), Mathematics (C), Art and Design (A), Information Technology (C), Religious Education (B), French (A), Arabic (A).

**SKILLS**

Communication

- Presentation skills- achieved through seminar presentations in relation to a whole variety of subjects. Beneficial group presentations also contributed towards me becoming confident about talking in front of an audience.
- Customer liaison- as a grocery assistant I was communicating with a wide range of customers, answering queries and complaints, which helped develop my interpersonal skills.
- Sales skills- comprehending the product knowledge allowed me to access customer needs by advising them to take different approaches in order to find certain products.

Teamwork

- Group presentation required time management, co-operation and motivating each other to achieve successful outcomes.
- Being a supervisor at Superdrug enabled me to take charge and lead in an effective manner to ensure that our tasks were fulfilled.

Creativity:

- Fluent in both Arabic and Kurdish language.

**EMPLOYMENT HISTORY**

- 25 August 2008- Present: [REDACTED]
- 6 March 2008- 21 June 2008: [REDACTED]

Responsibilities included dealing with customer issues both effectively and efficiently in order to maintain a high level of customer satisfaction. Duties included effective control with the continual rotation of stock and replenishment, adjusting counts, space-fixing and price changing.

- November 2002- October 2003: [REDACTED]  
[REDACTED] Responsibilities included communicating with customers, Making/Answering phone calls, Booking appointments and Handling emergency situations.

### PHARMACY EXPERIENCE

- November 2006-March 2008: [REDACTED]  
Pharmacy assistant. Responsibilities included helping and serving patients with over-the-counter medicines, dispensing prescriptions as well as counselling patients when required. Blood pressure checks were also carried out in addition to clerical duties and stock control that were essential parts of the job.

### INTERESTS AND ACTIVITIES

In my spare time I enjoy reading and drawing and I have been part of a team representing my school in an Art and Design competition for the borough of Croydon. I also attend the gym on a regular basis which indicates my passion to keep fit and live a healthy lifestyle.

### REFERENCES

1. [REDACTED]
2. [REDACTED]