**Eman Iftikhar**

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I am a dedicated and detail-oriented professional with a strong background in administrative support and customer service. My experience in roles across care, education, and health sectors has equipped me with the skills to efficiently manage office tasks, interact with clients, and provide exceptional reception services. I am proactive, organised, and able to handle multiple tasks simultaneously, making me a valuable asset in any administrative or receptionist position.

**Work Experience**

**Independent Carer**

Hounslow, London (January 2021 – Present)

* Provided personal care and emotional support to clients, ensuring their daily needs were met with respect and professionalism
* Managed appointments and coordinated with healthcare professionals to ensure comprehensive care.
* Maintained confidential records, adhering to data protection regulations and safeguarding policies.

**Dry Cleaning Shop Assistant (Voluntary)**

(July 2024 – September 2024)

* Served customers at the counter, providing excellent customer service and handling transactions.
* Maintained a clean and organised work environment, ensuring the shop was tidy and presentable.
* Assisted with various small tasks as needed, supporting overall shop operations and customer satisfaction.

**HealthWatch Hounslow – Patient Experience Volunteer**

(May 2022 – July 2022)

* Conducted outreach to gather feedback from patients on healthcare services, waiting times, and quality of care.
* Compiled reports and presented findings to help improve patient services.
* Demonstrated excellent organisational and communication skills while working within tight deadlines.

**Teaching Assistant – Smart Teachers**

(January 2023 – June 2023)

* Supported teachers in administrative and educational tasks, including maintaining records, data entry, and organising lesson materials.
* Supervised students and assisted in exam invigilation, ensuring a fair testing environment.
* Managed classroom logistics, ensuring smooth day-to-day operations.
* Supervised students during breaks and transitions, ensuring their safety and promoting positive social interactions.
* Demonstrated adaptability in working across different schools and educational environments, showcasing excellent organisational and communication skills.

**Virtual Occupational Therapy Work Experience** (2022)

* Gained experience in administrative support within a healthcare context, focusing on managing records and time-sensitive tasks.
* Developed strong attention to detail through project-based assignments.

**Education**

**BSc Social Work** (In Progress, 2023–2026)

University of West London

**BTEC CACHE Diploma Level 3 in Health and Social Care**

West Thames College, Isleworth | 2019–2022

**GCSEs**

Kingsley Academy, Hounslow | 2017–2019

* Achieved passing grades in core subjects including English, Mathematics, and Science.

**Skills**

* Communication: Excellent verbal and written communication skills, essential for client interactions and administrative duties.
* Organisational Skills: Proven ability to manage appointments, schedules, and administrative tasks with high accuracy.
* Customer Service: Extensive experience in client-facing roles, providing excellent customer support and service.
* Microsoft Office: Proficient in Microsoft Word, PowerPoint, Outlook, and Excel for document management, presentations, and scheduling.
* Time Management: Capable of prioritising tasks and meeting deadlines in a fast-paced environment.
* Confidentiality: Strong commitment to maintaining confidentiality and ethical standards.
* Multilingual: Fluent in English and Urdu, enabling effective communication with diverse client bases.
* Adaptability: Quick to adapt to new environments and job demands, with a flexible approach to problem-solving.
* Resilience: Ability to remain calm and effective under pressure, managing challenges with a positive attitude.
* Teamwork: Experienced in collaborating with diverse teams, ensuring smooth and efficient operations.
* Attention to Detail: Meticulous in handling data, documents, and processes, ensuring accuracy and thoroughness.
* Problem-Solving: Proficient in identifying issues, implementing effective solutions, and improving processes.
* Conflict Resolution: Skilled in addressing and resolving conflicts amicably, maintaining a positive work environment.
* Record Keeping: Competent in maintaining accurate records and files, ensuring compliance with organisational standards.

**Certifications**

**Mental Health First Aid (MHFA)** – 2022

* Gained knowledge on mental health awareness, legislation, and workplace policies.

**Interests**

* Reading: Enjoy exploring literature to enhance communication and critical thinking skills.
* Puzzle-Solving and Crosswords: Engage in activities that sharpen problem-solving abilities.
* Baking: A creative pursuit that requires attention to detail and precision.
* Photography: Passionate about capturing meaningful moments, developing a keen eye for detail.

I am excited to contribute my skills and experiences to an administrative or receptionist role, bringing a high level of organisation, customer service, and professionalism to support the team and organisation’s goals.