

## Summary

---

Ambitious Optometry graduate with versatile customer service and patient skills with previous work history and experience in ophthalmic practices. I am highly motivated and adaptable to daily and long-term challenges within the work place with an enthusiastic outlook which thrives me to do the best at my tasks. I am always eager to learn and productive in a team environment.

---

## Education

---

### Sept 2017- June 2022

#### UNIVERSITY OF PLYMOUTH

- Bachelor of Science In optometry: Second class honours

### Sept 2016 – June 2017

#### DERBY UNIVERSITY

- Access to Higher Education: Science (Biology; Chemistry; Physics) – Distinction- 33, Merit- 26

### Sept 2014 – June 2016

#### LEICESTER COLLEGE

- A-Level: BTEC Level 3 Extended Diploma in Applied Science – D\* D\* D

### Sept 2012 – June 2014

#### GATEWAY COLLEGE

- A-Level: BTEC Level 3 applied Science - Distinction
- GCSE: Maths (C)

### Sept 2010- June 2012

#### LEICESTER COLLEGE

- A-Level: BTEC Business studies Level 3 National diploma- Merit-Merit

### June 2008- June 2010

#### BEAUCHAMP COLLEGE

- GCSE English Literature; Language; Science; Additional Science (C)

## Work history

---

- **2021-2021:(August-December): Vue Cinema:** Leicester & Plymouth
  - Customer assistant:
    - Cleaned and disposed of waste from screens, seats, walkways and common areas as well as hourly disinfection of all surface in line with government guidance. Actively took part in food hygiene and fire training standards. Produced food items in addition to hot and cold beverages. Completed till transactions for sales and refunds.
- **2019-2019:(August-October): Specsavers,** Audiologists and optometrists: Coalville
  - Optical assistant:
    - Greeting patients and answering phones to confirm, book and check in appointments. Performed frame adjustments and did pre- screening test as well as OCT scans. Ensured NHS GOS forms were completed. Carried out basic till transactions, filed away glasses from the laboratory and checked off the system, cleaned display stands and re-stocked frames. Explained offers, products and promotions to patients with clear advice to help them choose suitable glasses for their prescription and understanding their needs.
- **2017-2017:(November-November): Coca-cola:** Plymouth
  - Brand ambassador and runner providing free trail products
    - Involved greeting people and giving out samples of product. Also involved in transporting and restocking promoted product.
- **2017-2017:(October-October): University of Plymouth**
  - Student Ambassador, Customer service and marketing
    - Calling potential students to promote university course in optometry and provide solutions to any queries.
- **2014- 2014 (July- August): Select Care services:** Leicester
  - Care worker
    - Worked in teams of 2-3 ensuring patients tasks, social inclusions and personal care were adhered to in a time efficient manner. Ensured deadlines where met and patients felt cared for. I also developed strong interpersonal skills to ensure that clientele/ patients requirements and concerns were met. This required at times to translate from different languages along with putting anxious patients at ease through verbal communication, tone and build rapport, ensuring the highest duty of care is maintained at all times.

- **2013-2017: (August- September): Spring House:** Leicester
  - Courier service for delivering provisions
  - Providing high customers service by collecting, organising and delivering food to customers. Building rapport with repeat clientele and certifying the correct change has been provided for their orders.
- **2012- 2013 (March- August): Pearl City:** Leicester
  - Courier service for delivering provisions
  - Building essential skills in communicating and customer service, understanding the importance of team work and basic organisational and forward planning skills to ensure the collection and delivery of food to customers was successful.

## Experience/ Voluntary work

---

- **2021-2021(August- August): Specsavers Domiciliary** placement: Derby
  - Shadowed optometrists and travelled in teams on home visits to their patients. Observing how the whole team operates and builds rapport to provide the best care possible which involved being fluid with patients' needs and sometimes overcoming hearing, mental and physical health barriers. The fluidity provided great insight in how the office staff, ophthalmic assistants and optometrists work together to provide the most efficient care for the patients. Applying what I'd learnt at university, I could appreciate how advanced pathologies impact patient's life's in their daily activities.
- **2019- 2019 (June-June) AJ Opticals:** Leicester
  - Shadowed optometrists with their patients and accompanied on house visits. Demonstrating my ability to adapt between different environments on the move. This involved observing professionals providing outstanding levels of care whilst remaining fluid to tailor to the patient's needs. This demonstrated tailoring skills to patients needs which I developed in my final year of university.
- **2017-2017(November- November): Bills Opticians** Honiton, Devon
  - Shadowed optometrists with their patients. adapting to different roles and providing various level of care to patients with a range of physical ailments, which required taking on challenges and foreseeing the most efficient and correct way to tackle them.
- **2014- 2014(October- November): AJ Opticals:** Leicester
  - Shadowed optometrists with their patients, cleaned equipment, gained experience on the focimeter and performed basic frame adjustments.
- **2013- 2013(June- July): Smile centre:** Walsgrave, Coventry
  - Shadowed dentists with their patients and helped fetch equipment. Further developing my ability to build rapport with clientele in a short time evidenced by work experience in an optical and dental practice where by organising appointments and paper work, this required communicating effectively and in a professional manner.

## Achievements/ Awards

---

- 2015 Leicester College PPD Programme, Development of employability skills recipient.
- 2014 St Johns Ambulance Service First Aid certificate recipient.
- 2012 Catalyst Bronze Award in Charity, Community and Interfaith Work recipient.
- 2012 Catalyst Silver Award in Charity, Community and Interfaith Work recipient.
- 2012 Leicester College Student Union BAME Officer award recipient.
- 2012 Functional skills technology (ICT) Level one
- 2012 Key skills in problem solving Level two
- 2012 Key skills in working with others Level two
- 2011 Leicester College LEET Learner Award, Contribution to learner voice recipient.
- 2011 Leicester College principles outstanding contribution and discussion with commissioner of NIACE letter recipient.
- 2011 Leicester college principles letter of outstanding contribution and discussion with Chair and Chief Executive of Ofqual letter recipient.
- 2010-2011 Leicester College Learner Voice certificate recipient.
- 2010 Leicester College Super Rep letter of congratulation recipient.