

Amran Abdullahi

Healthcare Consultant

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Languages

English

About

With a solid background in retail, I've honed my skills in sales and customer service across various settings, including Fabb Furniture and The Perfume Shop. Adaptable and proficient in creating memorable shopping experiences, I excel in fast-paced environments and am committed to exceptional product knowledge and customer engagement.

BRANDS WORKED WITH

Fabb Furniture

FLORENCE AGENCY

The Census

West Herts College

Sitel Телевизија

The Perfume Shop

Sports Direct

Keech Hospice Care

Experience



● Sales Consultant

Fabb Furniture | Jan 2022 - Jan 2023

- Became familiar with the company's product ranges and their selling points.
- Utilized product knowledge to provide appropriate sales advice to customers and colleagues.
- Provided a professional service to customers in line with the company's guidelines.
- Ensured stock was ordered. Received, stored, and displayed according to company guidelines.

● Healthcare Assistance

FLORENCE AGENCY | Jan 2021 - Jan 2022

- Assisted nursing staff in providing direct patient care, including assistance with dressing, medication administration and feeding.
- Monitored and recorded vital signs, such as blood pressure, heart rate, and temperature.
- Maintained cleanliness and organisation of patient's rooms, including changing bed lines, sanitising surfaces, and restocking supplies.
- Assisted in patient transfers as well as supporting patients with personal care like getting ready.
- Communicated effectively with patients, families, and healthcare professionals to ensure the delivery of high-quality care.
- Documented patient information accurately in electronic health records and adhere to patient confidentiality guidelines.

● Call Handler

The Census | Jan 2021 - Jan 2021

- Handled incoming calls related to the census and assisted with queries.



● Admission Assistance

West Herts College | Jan 2021 - Jan 2021

- Guided individuals to relevant areas within the college.
- Assisted students and parents by addressing their queries.
- Demonstrated time management skills.
- Employed problem-solving skills based on the situation.
- Worked under pressure effectively.
- Exhibited excellent communication and leadership skills while working both individually and as part of a team.



● NHS Test and Trace Call Handler

Sitel Телевизија | Jan 2020 - Jan 2021

- Made phone calls to contacts of COVID-19 cases as per contact tracing protocols and guidelines.
- Advised COVID-19 cases and contacts based on established protocols and procedures.

- Guided infection control to cases and contacts by directives.
- Maintained accurate to up-to-date information and procedures from phone calls with COVID-19 cases.
- Directed COVID-19 cases and contacts to support services when needed.



● Sales Advisor

The Perfume Shop | Jan 2019 - Jan 2021

- Developed excellent communication skills.
- Established friendly relationships with customers and offered fashion and style suggestions.
- Handled restocking of shelves and operated tills.
- Assisted in training methods to deliver excellent customer service.



● Sales Assistance

Sports Direct | Jan 2019 - Jan 2019

- Provided customer service to shoppers.



● Customer Service

Keech Hospice Care | Jan 2018 - Jan 2019

- Engaged in volunteer work primarily focused on counter customer service.
- Developed communication skills and acquired new skills.

Education & Training

2021 - 2023

● Middlesex University

BTEC Level 3 Diploma/Extended Diploma in Applied Science.,

2018 - 2021

● West Herts College

BTEC Level 2 Extended Certificate/Diploma in Applied Science.,

2013 - 2018

● Rooks Health School

6 GCSE including Mathematics and English language.,