

Kadija Abeda Kahin

Support

[View profile on Dweet](#)

Languages

Spanish

Arabic

English

French

Italian

About

A hard working and results focused individual with excellent customer service delivery and experience in a variety of office based environments. Proven ability to work under pressure. A multi-tasker, with excellent communication skills; sensitive to the needs of others. A team player, with a commitment to customer service, who possesses a long track record of working in various administrative roles, coupled with good PC skills and the ability to communicate confidently at all levels. Highly organised approach, plenty of initiative and a genuine desire to contribute to the ongoing success of your Office. Resourceful individual with a reputation for delivering a high quality, personal service to both junior and senior work colleagues. Currently seeking a key Administrative or a bilingual Sale Advisor role where I can use my transferable skills to support role that provides plenty of variety and where am able to demonstrate my competencies and develop my personal capabilities.

BRANDS WORKED WITH

Elegant College Battersea

HORN OF AFRICA WELFARE ASSOCIATION

Legal Advice Center

Superdrug

Experience



● Sale Advisor

Superdrug | Mar 2023 - May 2023

- Ensuring customers receive an outstanding customer experience, by meeting-and-greeting and answering product questions attentively on shop floor
- Maintain optimal stock levels by assisting in stock checks and ordering stock from head office
- Assessing customer needs and recommending suitable products
- Promoting product offers and shop loyalty card to generate repeat business from customers
- Keeping shop safe and attractive to customers by with regular checks, tidying and assisting with visual merchandising
- Processing customer transactions at the counter, dealing with refunds and handling complaints
- Opening and closing of shop including balancing of cash registers



● Victim Support

Victim Support | Oct 2020 - Jun 2021

- Provided of emotional and practical support to victims from the point of crime and onwards throughout the criminal justice process, where appropriate. [This might include referring on to other support services such as counselling, CAB]
- Communicated with clients, staff, and management with professionalism and confidentiality
- Provided a professional and friendly welcome to all visitors and clients, answering phone calls, scheduling appointments and meetings, handling general inquiries, managing office supplies, and other administrative tasks as required.
- Contacted victims by telephone to improve and maintain rates of successful direct contact made and provide up to-date and relevant information to victims
- Carried out a service needs assessment following agreed processes and timescales
- Contributed towards risk assessment processes
- Identified service needs, record the results of the assessment and provide a tailored response to each victim's needs
- Managed and facilitate the delivery of identified needs by providing information, practical and emotional support and advocacy where appropriate.
- Supported of victims as their case progresses through the criminal justice system, explaining legal procedures, outlining probable timescales at each stage, accompanying victims to meetings or hearings, acting as a liaison with legal services and the police to ensure victims are provided

the highest quality and timely advice with regards to the legal process and requirements

- Referral onto other specialist agencies including wider Victim Support services when appropriate on behalf of the victim using agreed processes
- Observed safe contact methods with all victims respecting confidentiality, follow agreed processes for contacting victims of sexual violence, domestic violence, people bereaved by homicide and young people and children
- Undertaken follow-up contact using agreed processes to check that the service has been delivered appropriately or if there are any new service needs
- Alerted a line manager to any problems that cannot be readily resolved
- Recorded all contacts details securely, and in accordance with procedures for monitoring and evaluation purposes
- Worked cohesively with the wider victim support team and provide resilience/additional resource in times of absence or fluctuations in demand.
- Developed productive working relationships with colleagues and stakeholders
- Liaised with appropriate Victim Support colleagues to contribute to the effective running of the service
- Ensured that Victim Support's national standards and procedures are observed, particularly those relating to safe practice, confidentiality and information sharing
- Complied with legal, regulatory, ethical and social requirements

● Learning Support Assistant

Elegant College Battersea | Jan 2015 - Jun 2019

- Assist foreign student in applying for a course that is suitable to their needs.
- I used most of the time my language skills to translate, welcome, guide and help.
- Administration work e.g. recording student's results and attendances, telephone answering, and enrolling student were the main tasks but not limited to it
- Advertising courses to mainly Saudis and Emirati students
- Allocating support in tuitions courses and help with translation skills
- Finding rents and helping in the sale process holistically
- Informing of all the sales price, duration and any legal papers for the duration of the course

● Education Advisor

HORN OF AFRICA WELFARE ASSOCIATION | Jul 2007 - Jul 2009

Curriculum/SATs/Homework). I helped kids whose first language is not English to adapt to school. I started to teach French to promote bilingualism through child centred activities.

● WORKER

Legal Advice Center | Jan 1999 - Jun 2007

Interpreter/ translator

- Worked as interpreter and translator using my language skills in Afar, English, French, Arabic, Spanish, Italian, Somali language, and a basic Kiswahili
- Specialising in Education, Social Welfare, Immigration, Women and Mental Health matters. I also worked closely with vulnerable people such abused Women and Children, Homeless, Refugees coordinating Councils, Doctors, DSS

Education & Training

2012

● South Bank University – London University

MASTER DEGREE IN GENDER AND DEVELOPMENT.,

2010 - 2011

● Lambeth college

NVQ COUNSELLING STUDIES,

- 2008 - 2009 ● **Harrow College**
NVQ COUNSELLING STUDIES,
- 2001 - 2002 ● **South Thames College**
BEAUTY THERAPY Diploma on facial,,
- 1987 - 1992 ● **UNIVERSITY RENNES**
Bachelor of Arts,