

Amaar Ismail

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About me

I am a highly motivated college student with a passion for technology and gadgets. With nearly four years of experience in handling tech-related queries, troubleshooting, and creating team-building exercises for children, I am eager to join a dynamic team where I can leverage my skills to provide excellent customer service and contribute to the organisation's success.

Customer Service Skills

Exceptional Communication

- **Prefect Experience:** I greeted prospective parents with a friendly demeanour while delivering engaging school tours, creating positive first impressions and enhancing the visitor experience. I speak a number of languages.

Team Building and Leadership

- **Sport Leader Experience:** I designed team-building exercises for Year 6 students, fostering collaboration and confidence while helping them leverage their strengths.
- **Collaborative Environment:** I promoted open communication and teamwork, resulting in improved group performance and relationships.

Strong Problem-Solving

- **IT Support at Unique Kids:** I developed strong problem-solving skills through troubleshooting technical issues, demonstrating calmness and resourcefulness under pressure.

Ability to Work Under Pressure

- **Competitive Swimming:** I maintained focus and composure during competitions, effectively managing high-pressure situations.

Efficient Multitasking and Time Management

- **GCSE Studies:** I balanced multiple responsibilities while preparing for exams and meeting deadlines, showcasing my strong time management skills.

Transferable Skills

- **Application of Life Skills:** I transfer teamwork, communication, and problem-solving skills from various experiences into the workplace, enhancing collaboration and customer service.
- **Versatile Skill Set:** I am adaptable and resilient, able to navigate new challenges in retail and ensure effective task completion.

Education

GCSEs (2024) : Maths | English Language | English Literature | Science | Geography | Creative iMedia | Hospitality and Catering | Spanish

BTEC National Computing Level 3 Extended Diploma (2024-2026), Loreto Sixth Form College

Experience

Marketplace selling - 2020 – present

I sell tech and household items through eBay and Facebook Marketplace, gaining experience in pricing, listing, and customer communication.

Support Assistant - Unique Kids Childminding March 2020 – Present

In my current role, I have gained diverse customer service skills, including exceptional communication, problem-solving, and proficiency in building engaging exercises for children.

- Organise and maintain the playroom while engaging children in sports activities as needed.
- Creating team-building exercises for the children.
- Providing tech support, including audio/video peripherals configurations.

Sports Leader – Team MCR – Sep 2021 – May 2024

- Planned and taught various sports and activities to children during school holidays.
- Ensured a safe and supportive environment for learning and fun.
- Gained confidence-building experiences through engaging activities

Technology Internee - NCC Group (Cyber Security) July 2023

- Completed a one-week internship in cybersecurity.
- Learned the importance and impact of cybersecurity controls.
- Learned the importance of security operation centres.
- Acquired practical knowledge in OSINT (open-source intelligence) using Google