

# Tafannum Audria

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## Key Skills Profile

- **Good team player- demonstrated** in university assignments and previous employment.
- **Communication skills-** enhanced through part-time jobs and studies.
- **Global awareness-** attained through travelling and changing cultural thoughts.
- **Problem solving-** analysed different case study details and previous work experiences.
- **Confident and persuasive-** enhanced through academic work and previous employment.
- **Time management-** established during my service in City Year.
- **IT skills-** demonstrated in my university assignments and previous employment.

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## Education

<b>De Montfort University</b>	<b>2024-present</b>
Cultural Event Management (MSc)	
<b>De Montfort University</b>	<b>2018 - 2022</b>
International Marketing and Business BA (Hons).	
<b>Final Year (2:1)</b>	<b>2021-2022</b>
<b>Year 3</b>	<b>2020-2021</b>
Placement at <b>City Year UK</b>	
<b>Year 2 Average Score 64.14% (2.1)</b>	<b>2019-2020</b>
<b>Year 1 Average Score 73.76% (1st)</b>	<b>2018-2019</b>
<b>De Montfort University International College (DMUIC)</b>	<b>Apr 2018- Dec 2018</b>
International Year Zero <b>Average score 76.10% (1st)</b>	
<b>A Levels</b>	<b>Nov 2015-Nov 2017</b>
Private Candidate, Dhaka, Bangladesh	
Business (AS-B, A2-A), Economics (AS-B, A2-B), Accounting (AS-C, A2-D).	
<b>O Levels</b>	<b>Jan 2014- Oct 2015</b>
Private Candidate, Dhaka, Bangladesh	
Business - C, Economics- B, Accounting – A, English -B, Mathematics- A	

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## Work Experiences

<b>Ibis, Leicester City</b> (part-time)	<b>Nov 2021- Present</b>
<b>Guest Service Assistant</b>	
<ul style="list-style-type: none"><li>● Established telephone etiquette</li><li>● Attained professionalism in replying to email queries</li><li>● Demonstrated excellent teamwork skills</li><li>● Proactively provided with excellent customer service</li><li>● Responsibly managed the reception, bar, restaurant, and kitchen duties</li><li>● Professionally processed customer complaints</li></ul>	

**City Year UK, London** (full-time)

**Aug 2020- Jul 2021**

**Volunteer Learning Mentor at Lauriston Primary School**

- Attained leadership and management qualification
- Produced up-to-date pupils' performance reports
- Supported children's mental health and wellbeing
- Assisted with lessons to close the gap in education
- Planned and executed after-school clubs and extended days
- Developed human resource management skills
- Advanced excellent IT skills
- Improved telephone call etiquette
- Enhanced public presentation proficiency

**Cherre Residential Care, Leicester** (part-time)

**Feb 2020-Apr 2020**

**Personal Carer**

- Proactively helped the residents with their daily lifestyle
- Supported residents on a 1:1 basis
- Maintained a positive environment for the residents
- Responsible member of the team

**Blue Arrow Recruitment Agency, Leicester**

**Oct 2018-Jan 2020**

**Catering Assistant**

- Provided excellent customer service (food and drinks)
- Worked efficiently during busy hours
- Supported flexibility during long shifts
- Trained in Health and Safety at the workplace
- Trained in handling food allergenic

**Customer Assistant at Tesco Extra, Hamilton, Leicester**

- Accomplished sales, retail, and customer service experiences
- Advised customers about products and offers with professionalism
- Organised deliveries and ensured the shop floor is presentable
- Handled customer complaints professionally

**Retail and hospitality at King Power Stadium, Leicester**

- Processed till transactions
- Carried out ID checks
- Kitchen potter (power washing, hovering and mopping)
- Trained in kitchen health and safety

**Additional interests:** \_\_\_\_\_

**Travelling:** Enthusiastic about exploring diversity and discovering global awareness.

**Volunteering:** Volunteered for DMU Square Mile and City Year UK.

**Social Causes:** Participation in events and initiatives that contribute to positive social changes.

**Music, Drama, Arts:** Passionate about performances like drama, quiz competitions, and singing.

**Teaching:** improving communication and enhancing collaboration with different age groups.

**Additional achievements:** \_\_\_\_\_

- CMI Level 3 leadership and management qualification.
- 100% attendance award from City Year UK.

**References:** \_\_\_\_\_

Available on request.