**Akifa Khatun**

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#### London

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#### Personal profile

I am an enthusiastic, independent individual that can take challenges onboard. I am hardworking and effective in time management in order to meet deadlines. I am trustworthy, reliable, and responsible and I also very punctual. I am willing to learn and take on extra responsibilities which are always conducted to the best of ability. As I am a confident and motivated character, I enjoy completing tasks that help me develop new skills. I am a positive person and I tend to focus on the solution rather than the problem.

### **Key skills & attributes**

* Good punctuality and successful attendance rate
* Effective in my time management in order to meet deadlines
* Ability to communicate with people at all levels
* Fluent speaker in English and Bengali
* Respectful and well-mannered around others
* Computing skills; Microsoft Word, Access Database, PowerPoint and Email
* Public speaking; took part in the “Speak Out” Challenge as a candidate

#### Qualifications

**2009-2014 Plashet School**

* 5 A\*-C GCSE’s including Math’s and English
	1. **Newham Sixth Form College**
* Early Years and Education: Cache Diploma- C

**2016-2020 University of East London**

* Education Studies BA Hons 2:1

### **Professional Experience**

**April 2020 (Present) Senior Recovery/Support Worker- Mental Health**

* Working with medication
* Medication audit
* Key working sessions
* Child protection awareness
* Protecting adults at risk of abuse
* Working in partnership with local authorities
* Working with multi-agency teams
* Induct new staff and volunteers
* IT skills- completing incident forms, handovers
* Developing support plans in partnership with service users
* Raising safeguarding issues
* Hosting house and team meetings
* Alcohol and drug substance trained
* Safety planning
* Care and support plans
* Exit plan
* Risk assessments
* Managing caseload
* Health and safety assessments
* Fire safety checks
* Rooms checks

**Dec 2017-2020 The Body Shop- Customer Consultant**

* Customer service
* Till management
* Replenishment
* Selling products
* Handling exchange and refunds

**July- Nov 2017: London Bridge Travel Ambassador SES**

* Customer service
* Helping them with direction and assistance in train station
* Assisting visually impaired customers

### **Volunteered Experience**

**December 2019- May 2020- Domestic Abuse Referral Line**

* Telephone referrals
* Contacting victims via email and telephone
* Computer administration-logging information
* Locating victims to safe refuge place
* Working in partnership with local authorities
* Working in a multi-agency team
* Child protection awareness
* Protecting adults at risk of abuse
* Care plans
* Safety plans
* Risk assessments
* Managing caseload

**February 2020- March 2020 Shaftesbury Primary School**

* Support the teacher in the classroom and support children in Key Stage 1
* create activities for children
* Supporting EAL and SEN pupils

**February 2016- May 2016- Nelson Primary School**

* Shadowing classroom teachers
* Planning lessons
* Creating activities
* Supporting children during lessons

**2013-2014- Kids at Play Preschool**

* Manage a group of children
* Shadowing teacher
* Creating activities