

HASSAN ANSARI

Blackburn, BB1 1NE | 07724537596 | ammhass173@gmail.com

Summary

Organised and dependable early-career professional with practical experience in customer service, administration and education environments. Experienced in handling telephone and face-to-face enquiries, processing customer orders and payments, maintaining accurate records, checking stock and resolving customer issues. Comfortable managing customer-facing responsibilities alongside day-to-day administrative tasks in a busy workplace. Confident using Microsoft Office and digital tools, with strong communication, organisation and problem-solving skills and the ability to learn new systems quickly.

Experience

Retail & Customer Service Assistant Kashmir Halal Centre

08/2025 to 08/2026
Blackburn, Lancashire

- Handled telephone and face-to-face customer enquiries, taking and recording orders accurately and providing clear information to customers.
- Maintained daily delivery records, checked stock availability and helped keep customer orders and delivery information organised and up to date.
- Prepared customer bills and processed cash and card payments accurately, checking details carefully and correcting discrepancies when identified.
- Responded to customer queries and complaints calmly and professionally, resolving issues including incorrect orders, missing items and payment problems.
- Managed competing customer, order and administrative tasks during busy trading periods while maintaining accurate records and professional customer service.

Teaching Assistant Rawdhatul Uloom

05/2023 to 07/2023

- Supported teachers and pupils across KS1 and KS2 classrooms with day-to-day learning activities and classroom tasks.
- Provided individual and small-group support with reading, writing and maths, adapting explanations to help pupils understand their work.
- Assisted with the preparation and organisation of classroom activities and helped maintain an organised learning environment.
- Worked collaboratively with teaching staff and communicated patiently and appropriately with pupils of different ages and abilities.

Skills

- Customer service and complaint resolution
- Telephone and face-to-face communication
- Order processing and record keeping
- Administrative support and data accuracy
- Stock checking and delivery records
- Cash, card payments and billing
- Microsoft Word, Excel, Outlook and PowerPoint
- Google Docs and Canva
- Organisation and workload prioritisation
- Problem-solving and attention to detail
- Quick to learn new systems and software
- Teamwork and independent working

Education

A-Levels: Economics Chemistry Biology

2025

Tauheedul Boy's Sixth Form

Blackburn

- A-Level Economics - Grade A
- A-level Biology - Grade B
- A-Level Chemistry - Grade B

GCSEs | Our Lady & St John Catholic College

2017 – 2022

- English Language: 7
- English Literature: 7
- Maths: 4
- Science (Combined): 7-6

- French: 8
- RE: 8
- History: 8
- Health & Social Care (Level 2 BTEC): Distinction*

Hobbies and interests

I enjoy gardening and spending time in nature, which helps me stay focused and relaxed. I also like reading books in my spare time and watching documentaries or series to stay curious and engaged with the world.

Additional Information

Holds a Full UK Driving License