

SUMMARY

Resilient and empathetic psychology graduate with strong, analytical interpersonal and problem-solving skills. Experience in balancing academic and professional responsibilities abroad demonstrating adaptability teamwork and ethical decision making. Commented to continuous growth and making a positive impact in every role.

EXPERIENCE

Dec 2024 - July 2025	<b>Operations Assistant/ Fraud Prevention - Whish Money Head Office</b> Experienced customer support professional skilled in resolving client issues, troubleshooting technical concerns and ensuring smooth platform operations. Promoted to the fraud unit for expertise in investigating crimes, analysing suspicious transactions, and enforcing security measures to protect users and maintain a safe financial environment.
Aug 2021 - July 2024	<b>Retail Assistant/ Warehouse Operator - Primark Nottingham</b> Delivered excellent customer service in a dynamic retail environment, assisting customers, maintaining visual standards, and supporting stock management. Trained across multiple areas, including warehouse operations and cash office duties, ensuring accuracy in daily reports and secure handling of funds. Demonstrated teamwork, flexibility and strong communication skills while contributing to promotional launches and meeting store targets.
Aug 2021 - July 2024	<b>Student Ambassador - Nottingham Trent University</b> Represented NTU at outreach events, delivering workshops and presentations to inspire school and college students about higher education. Acted as a positive role model, fostering confidence and motivation among young learners while maintaining professionalism and safeguarding standards. Collaborated with staff, adapted communication for diverse audiences, and promoted inclusivity and widening participation and education.
Sep 2022 - Sep 2023	<b>Student Support Officer - Nottingham Trent University</b> Supported students' well-being through psychosocial assistance, academic follow-up, and close coordination with educators and support staff. Provided guidance to students facing challenges, organized awareness sessions, and maintain confidential records. Demonstrated empathy, cultural sensitivity, and teamwork while ensuring high standards in daily academic and support activities.
Sep 2022 - Sep 2023	<b>Student Engagement and Welfare Advisor (internship) Nottingham Trent University</b> Provided direct case management and psychosocial support to university students using academic, well-being, housing, and visa related queries. Conducted needs assessments, developed tailored support plans and coordinated with campus services, healthcare providers, and external organisations to ensure timely and effective assistance. Maintained accurate case records, monitored students wellbeing trends, and contributed to outreach initiatives promoting inclusivity and resilience. Collaborated closely with academic departments and students support teams, upholding professionalism, confidentiality and standards while enhancing overall student experience.

EDUCATION

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Sep 2021 - July 2024	<b>BSc Bachelor of Science in Psychology (Honors)</b> Nottingham Trent University, School of Social Sciences
Sep 2020 - July 2021	<b>Foundation Degree in Business, Law, and Social Sciences</b> Nottingham Trent International College
Sep 2017 - June 2020	<b>Advanced Placement High School Diploma</b> Cadmous College Tyre

SKILLS

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Fraud Detection & Risk Assessment	Time Management & Organization
Crisis Management	Documentation & Reporting Accuracy
Student Welfare & Academic Guidance	Problem Solving & Decision Making

LANGUAGES

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- Arabic - Native
- English - Fluent
- French - Beginner