SUNNIYA POONAWALA
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Personal Profile

Self-assured, and resourceful Business Management graduate who is passionate about learning, especially in the fields of Maths and Business. Adept at multitasking, problem-solving, and communication with a wide range of stakeholders, fluent in English and Urdu. Proven ability to collaborate in team environments, take leadership roles, and work on impactful projects. Seeking a role as an employee to convert the theoretical knowledge gained in marketing, business operations and human resource management practically. Committed to learning continuously and growing professionally.

Education

University of Bradford – Bachelor's Degree in Business Management |2024-2026
First Class Honours

UTC Leeds | 2022–2023
A Levels: Mathematics (A), Product Design (B), Computer Science (E), EPQ(D)

Nixor College | 2020–2021
AS Level: Biology (D)

Nixor O'Levels | 2017–2020
Grades: A*, 4 A's, 5 B's

Employment and Work Experience

Rejuva Skin Clinic – Receptionist | May 2024 – Present

- Book, Move and cancel appointments, answer client queries, and promoted ongoing clinic deals.
- Handle phone calls and managed client bookings efficiently.
- Handle payments and transactions made in the clinic and over the phone.
- Ensure each client had a positive experience and were satisfied with their service including getting timely responses via email or social media platforms.

Cancer Research UK – Volunteer | September 2022 – June 2023

- Assisted on the shop floor and worked the cash register.
- Managed tasks related to their Gift Aid scheme, ensuring data protection under GDPR.
- Sorted out donations and helped price and tag them to be put on display.

Carr Manor Community School – Teaching Assistant | March 2022

- Supported teachers in lesson preparation and checked students' work.
- Assisted students with questions and learning materials.
- Assisted teachers in ensuring that the students understood the concepts and were getting individual attention if they were struggling.

Concepts Montessori – Teaching Assistant | June 2021 – July 2021

- Engaged preschoolers in inclusive activities.
- Helped tutor them in general mannerisms, giving them a learning experience while enjoying their time

- Made sure the kids understood how the activities would benefit them in the future.
- Helped children with learning nursery rhymes and basic numeracy and literacy skills

Project Experience:

- **Kellog's live project**
  - During my Marketing module, Kellogg's gave us a brief to come up with a new flavour of cereal and come up with a marketing plan to advertise the flavour. The marketing plan included doing research on the current flavours in the market and demographics who are enticed to buy the product.
- **Simventure's Simulation**
  - During my second year, in the Entrepreneurship and employability module, we did a simulation for a bicycle business where the group was divided into different departments, and administrative decisions had to be made to make sure the company is making profit.
- **Darley street market**
  - Created a digital management strategy for Darley street market during my third year and had the opportunity to present my suggestions to them.
- **Calderdale Council Road safety Project**
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Volunteer Work and Projects
University of Bradford

- President for Pakistan Society (September 2025- June 2026)
- Secretary for Pakistan Society (February 2025 – June 2025)
- Social Media Officer for Pakistan Society (October 2024- February 2025)

Nixor O'Levels (2019–2020)

- Hosted a soup kitchen to serve food to vulnerable individuals.
- Led Winter Sports Week event organization and assisted with school wall painting and other volunteer activities.
- Participated in TSKL (*Taleem Sab Ke Liye)* initiatives:
  - **Project Yateem**: Created posters for COVID-related fundraisers for orphanages.
  - **Project Roshni**: Recorded audiobooks for underprivileged schools.

Technical Skills

- Microsoft Office Suite
- Adobe Express, Canva, Google Applications
- Accounting software (BUSY for data entry)
- Phorest Salon Software

Key Skills

- **Problem Solving and Leadership**
  - Directing and planning the different social media content that needs to be filmed, while coordinating with everyone's differing schedules.
  - While undertaking a group project I had to take charge and become 'group leader' to ensure that the group met up and discussed the

assignment and then assigning tasks to the members as there was not enough communication by some members.

- **Teamwork and Collaboration**
  - Ensuring that all the clients had a positive experience, especially regarding promotions and offer calls that were made to the client. It was necessary that the entire team was aware of who was called and what was spoken.
  - While working with PakSoc the social media team had to work and collaborate on promoting the society and the different events being hosted.

- **Effective Communication**
  - Developed communication skills while I was working at the reception as I would often have to tell customers about the treatments and products available. I would also check stock and make sure there was enough stock available till the next delivery date. While managing transactions at the till, I dealt with queries regarding refunds, returns and appointment changes until a satisfactory outcome is reached.

Certifications and Events

- Child Psychology Advanced Diploma – Level 5
- Attended PwC's Virtual Insight Week and received an invitation to their Leeds office for further engagement.
- **PwC US Audit Job Simulation on Forage - August 2025**
  - Completed a job simulation focused on control testing of a client's purchasing process for PwC's Audit team
  - Compiled thorough walkthrough documentation including findings
  - Outlined the purchase process in a flowchart and risk control matrix
- **Accenture UK Strategy Consulting Virtual Experience Programme on Forage - August 2025**
  - Completed a simulation focussed on implementing a BNPL option for an e-commerce client
  - Uncovered key issues the client was facing
  - Provided a recommended course of action based on market research
  - Analysed data from the project launch
- **Siemens Mobility Project Manager Job Simulation on Forage - October 2025**
  - Completed a job simulation involving comprehensive project management for Siemens Mobility, focusing on KPI development and dashboard management.
  - Developed and applied analytical skills to establish strategic key performance indicators (KPIs), enhancing the monitoring of rail infrastructure projects and ensuring alignment with Siemens Mobility's goals.
  - Utilized Microsoft Excel and data visualization techniques to create and update project dashboards, effectively communicating complex project metrics and progress to stakeholders.

- Demonstrated adaptability and problem-solving in real-world scenarios, including navigating construction challenges and stakeholder feedback, to maintain project momentum and stakeholder confidence.

References – Available on request