|  |  |
| --- | --- |
| Hafsa Mujeeb  Highly motivated and passionate psychology student with a strong academic background and a keen interest in understanding human behavior and mental processes. Seeking opportunities to gain practical experience and contribute my knowledge to a dynamic psychology research or clinical team. | 7952 Southfork Bend  Irving, TX 75063  **214-477-1072**  **hafsamujeeb210@gmail.com** |
| EXPERIENCEThe University of Texas at Arlington, Arlington, TX—Social Psychology InternMay 2023 - July 2023 Collaborated with students to make presentations on counseling research issues and published journal articles studies  Learned about new concepts in Advanced Social Psychology  Teamwork with other students to discuss different aspects of studies that were conducted  Learning how to determine the credibility of a scientific article  Discussed different psychology concepts and terms  Required to do labs with teammates in presenting their point of view on social topics and terms related to social collaboration and self-knowledge.  Based on previous research, we conducted our own studies with teammates Optical Assistant, Irving, TX— *Target Optical* September 2021 - January 2022Performs other related duties and assignments as required and as assigned by supervisorExercise retention efforts when appropriateIdentify customers who are comparison-shopping and inquiring about contract termsAssisting the customer with the correct price planResponsible for all customer inquiries and questionsProvide excellent customer service at all timesFollow up to customer inquiries by taking specific action in a timely mannerTroubleshoot equipment and system problemsParticipates in additional training courses when neededPerforms other related duties and assignments as required and as assigned by supervisorExercise retention efforts when appropriateIdentify customers who are comparison-shopping and inquiring about contract termsAssisting the customer with the correct price planPharmacy Technician/Sales Associate, Irving, TX— *CVS Pharmacy*December 2020 - July 2021 Provide excellent quality customer service at all times  Follow up with customer questions by taking respectful action in a timely manner  Troubleshoot equipment and system problems  Problem solve to help customers resolve issues on customer store call  Enters personal data from customers into various software programs  Appropriately communicate with upset customers to resolve their inquiries  Thrives as a team player in a fast-paced,enthusiastic, change-oriented environment individual  Participated in additional training courses when needed  Performs multiple related duties and responsibilities as required and as assigned by supervisor  Identify customers who are comparison-shopping and inquiring about contract terms  Assisting the customer with the custom care plan  Teamed with peers, technicians and pharmacists to prioritize and complete orders. Pharmacy Technician, Mesquite, TX— *Americas First Pharmacy*January 2019- March 2020 Lives our purpose of helping people on their path to better health by engaging customers to learn about their health and medications  Creates genuine human connections by focusing on service, and keeping patients and caregivers top of mind at all times  Demonstrates compassion and care by proactively identifying and resolving potential problems  Communicates among a number of individuals, including patients, co-workers, insurance companies, and prescribers  Works on a team to fulfill prescription orders from start to finish with an in-depth understanding of each workstation  Understands and follows applicable Federal and State laws (e.g., HIPAA), regulations (e.g., OSHA), professional standards, and ethical principles  Complies with America’s First Pharmacy policies and procedures to ensure patient safety, and protect patient privacy and security  Actively seeks opportunities to expand clinical, technical and insurance knowledge  Balances quality and efficiency in all tasks, contributing to both patient outcomes and broader team goals  As allowable in applicable states, certified and trained Pharmacy Technicians can expand on their clinical and managerial responsibilities, including administering vaccinations.  Teamed with peers, technicians and pharmacists to prioritize and complete orders.  Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.  Assisted pharmacists with clearing high volumes of prescriptions and responded to customer questions.  Refilled medications, offered insight into over-the-counter products and verified insurance benefits. Sales Associate, Irving, TX— *TJ MAXX*October 2018- December 2019 Engaged with customers, embodying customer experience principles to deliver high customer satisfaction.  • Supported a positive store culture through honesty, integrity, and respect.  • Maintained a clean and organized store environment while adhering to merchandising standards.  • Participated in store recovery and shrink reduction initiatives to support the business.  Helped customers find specific products, answered questions and offered product advice.  Engaged customers in friendly, professional dialogue to determine needs.  Answered incoming telephone calls to provide store, products and services information.  Completed daily recovery tasks to keep areas clean and neat for maximum productivity.  Worked with fellow sales team members to achieve group targets.  Developed trusting relationships with customers by making personal connections.  Built and maintained relationships with peers and upper management to drive team success. Data Analyst Specialist, Grand Praire, TX—OM Health ClinicApril 2016 - September 2018 Performing a variety of documentation duties on Paycheck Protection Program loan applications  Reviews loan application for completeness and accuracy  Interpreting policies and procedures in regulation with federal and state guidelines.  Identified, corrected and reported data entry errors.  Completed accurate and efficient data entry and database updates to support business operations.  Scanned and stored files and records electronically to reduce paper files and secure data.  Compiled data from source documents prior to data entry.  Exceeded quality goals to support team productivity.  Reviewed and updated account information in the company computer system.  Identified and corrected data entry errors to prevent duplication across systems.  Compiled, sorted and verified electronic data against hard copies to support quality control efforts. EDUCATIONThe University of Texas at Arlington, Arlington, TX— *Psychology Bachelor of Science, Minor in Clinical Health*August 2019- July 2023Manara Leadership Academy, Irving, TX— *HighSchool Diploma*August 2016 - May 2019PROJECTSAdvanced Social Psychology Journal Article Presentation During the project, I selected a published journal article about the topic aggression. Video games and television can lead to aggression in children, and I chose to speak about that and teach them about it | SKILLS Possesses excellent customer service skills  Able to work a flexible schedule to support business needs  Possesses strong organizational skills with attention to detail  Capable of handling multiple tasks at one time  Able to respond appropriately to changes in direction or unexpected situations  Possesses strong communication skills  Clinical Health Counseling Terminology  Psychology Concepts  Capable of lifting heavy objects with or without reasonable accommodation  Works effectively with peers and supervisors to accomplish tasks  Retail customer experience  Demonstrated problem-solving ability to assess customer's network deployments, use appropriate tools to debug the complex problems, and drive issues to resolution.  Strong communication skills, oral and written; able to engender trust and respect of peers and customers.  Sense of urgency. Escalates product issues when appropriate; maintains a sense of 'problem ownership' to drive all issues to a successful resolution.  Strives to turn around issues with an efficient and effective approach to the highest of customer satisfaction.  Capability of juggling a number of priorities and delivering results on time in a high pressure, dynamic environment.  Entrepreneurial, self-motivated and a team player.  Actively look for ways to help people, and do so in a friendly manner  Notice and understand customers' reactions, and respond appropriately  Communication Skills  Use and understand verbal and written communication to interact with customers and colleagues  Actively listening by giving full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.  Presentations  Behavior Observation  Goal Setting  Research Management  Patient and Family Education  Valid Driver's License  Verbal and Written Communication  Patient Records Management  Decision-Making  Data Gathering  Collaboration  Computer Skills AWARDS Character Certificate Award  College Grant LANGUAGES English  Hindi  Urdu |