

# NIMO HUSSEIN

## CONTACT

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S h a r j a h , U A E

## SKILLS

- Communication Skills ●●●●●
- Organizational Skills ●●●●●
- Project Management ●●●●●
- Microsoft Office ●●●●●
- Team Player ●●●●●

## EDUCATION

### COLLEGE OF BUSINESS ADMINISTRATION

#### UNIVERSITY OF SHARJAH| 2016 - PRESENT

- Majoring in Business Administration
- Minor in Management Information System

### HIGH SCHOOL DIPLOMA

#### SALMAN AL FARSI PRIVATE SCHOOL| 2004- 2014

GRADUATE YEAR OF 2014

## REFERENCE

Available upon request

## PROFILE

A highly motivated individual who is determined and accomplished at this stage as a customer service position previously and currently. While aiming to excel in this field, I look to expand in a larger organization that can use my skill s and expertise and help transmute my knowledge

## EXPERIENCE

### PURE HEALTH

#### AIRLINE CUSTOMER SERVICE AGENT | APR 2020 - CURRENT

- Provide a welcome service to the passengers.
- Maintains database by entering new and updated passenger and account information.
- Strong interpersonal skill s and the ability to deal with adiverse range of people.

### MAJID AL FUTTAIM

#### CUSTOMER SERVICE REPRESENTATIVE | SEP 2019 - FEB 2020

- Maintains data entry requirements by following data program techniques and procedures.
- Maintains and improves quality result s by adhering to standards and guidelines ; recommending improved procedures .

### NOON.COM

#### CLIENT RELATIONS | MAR 2019 - JUN 2019

- Research, identify, and resolve customer complaint s using applicable software
- Build sustainable relationships of trust through open and interactive communication.

### WADI.COM

#### CUSTOMER RELATIONS | JUL 2017 - AUG 2017

- Handle complaint s , provide appropriate solutions and alternatives within the time limit s and follow up to ensure resolution.
- provide customers with information to address inquiries regarding products and services .

### NAMSHI.COM

#### CUSTOMER RELATIONS| MAY 2017 - JUL 2017

- Maintains operations by following policies and procedures and reporting needed changes.
- Assist with placement of orders , refunds , or exchanges .

## CERTIFICATE OF COMPLETION

### PCR PRACTITIONER PROGRAM| 2021

- Organized by Medical Education & Research Department at Dubai Health Authority under eLearning platform