

NIMO HUSSEIN

CONTACT

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Al Majaz Jamal Abdel nasser R d
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 skills 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 skills and the ability to deal with a diverse 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 results by adhering to standards and guidelines ; recommending improved procedures .

NOON.COM

CLIENT RELATIONS | MAR 2019 - JUN 2019

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

WADI.COM

CUSTOMER RELATIONS | JUL 2017 - AUG 2017

- Handle complaints , provide appropriate solutions and alternatives within the time limits 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