NOORHAN YAQOUT

I was graduated from Ajman University, studied Information System/ Project Management which focused in both IT and Business side. Business courses: HR, Accounting, Finance, Management, Marketing. IT Courses: Software Engineering, PMP, ITIL, Web-design and Application Development. My experience is almost three years related to different fields: technical support, customer service, call center, and data entry.

✉ noor.alyakout@gmail.com   📱 +971542179999   📍 Al Ain, Abu Dhabi, Nationality: Egyptian   📅 05 October, 1993

WORK EXPERIENCE

Administrator Agent - PLO
ADEK - Al Narjes School
09/2021 - Present   *UAE, Al Ain*
Responsible and managing schools daily activities, events, Leading school relationship and requests between parents, teacher, and students.

Samsung Gulf QA & Customer Satisfaction
Samsung Call Centre [Mena region]
05/2020 - 07/2021
Following up cx satisfaction level for the after sales services which is provided by Samsung authorised services centre. (Outbound) calls.

Technical Support & Customer Service [AV]
Samsung UAE
10/2018 - 05/2020   *UAE - [Dubai, Sharjah, Ajman]*
TV technical support , technical problem solving including all AV Samsung products. Meet VIP customers for good feedback

Technical support
Samsung Gulf - Call Center
05/2018 - 09/2018   *U.A.E. Dubai*
Technical support through the calls (inbound) when customer face a problem with his/ her device, analysing & provide most stipple solution for them. Promoting and selling new devices through the calls

IT Help Desk - IT Department
Ajman University
10/2016 - 12/2016   *UAE - Ajman*
1-communicate with internal and external users. 2- Define and Solve Technical Problems. 3- Learned to make a technical support.4- Users and customer support.

Admission & Registration Agent
Ajman University
06/2016 - 12/2016   *UAE - Ajman*
Registering the qualified students in AU system, insure all of the required documents are submitted for the University approval.

EDUCATION

Bachelor Degree in Information System- Project Management
Ajman University
09/2012 - 09/2017   *U.A.E - Ajman*

SKILLS

- Collaborative Team Work
- Confident communicator with outstanding interpersonal skills
- Good in customer service and the desire to work in a multicultural environment
- Quick to pick up new skills and eager to learn from others
- Web Design, Application Development , Java Script, HTML 5, CSS, Microsoft Office, Adobe Photo-shop and premier

DRIVING LICENCE

Having UAE driving licence

PERSONAL PROJECTS

Graduation Project (Art Website) (02/2017 - 06/2017)

Project Management - Application

CERTIFICATES

Droidcon (04/2017)
web, application and system development

First Aid (09/2013 - 09/2013)
Organization: SANID , First Aid Level 3

Volunteering for (Ajman University) (09/2013 - 05/2017)

LANGUAGES

Arabic   ● ● ● ● ●

English   ● ● ● ● ●

INTERESTS

- Customer satisfaction
- Quality assurance
- Customer service representative
- Photoshop
- Video Editing
- Microsoft Office
- Web design

29 January, 2022