

NADA MOHAMMED SADIQ

Customer Service Agent

ABOUT ME

I am a dedicated and detail-oriented professional with extensive experience in data entry and customer service. My background includes roles at Dubai Airport and Sharjah Airport, where I honed my skills in efficiently managing data and delivering exceptional customer experiences. I am adept at quickly learning new processes and technologies, and I am passionate about contributing to team success through hard work, attention to detail, and excellent organizational skills.

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EDUCATION

Bachelor in Science - Business Administration (BBA)

2020 - 2023

- University of the People

IATA - Foundation of Travel & Tourism Diploma, Certified Human Resource Management Professional (CHRMP)

2022 - 2023

- Blue Ocean Academy

Data Base Management System

2024

- Careerera

SKILLS

- Time management
- Communication
- Critical thinking
- Aviation Knowledge
- Attention to Detail
- Mathematical Aptitude
- Customer Service Orientation
- Interpersonal Skills
- Problem-Solving

HARD SKILL

- Amadeus Ticketing Software
- GAM Software
- LIMS Software
- MS Office- Word
- Excel & Powerpoint
- Quip
- Station Command Center
- Operational Efficiency
- SAP

WORK EXPERIENCE

Amazon Seller Department, DDB7

2024 - Present

Customer Service Executive

- Managed 1st mile contract Delivery Associates (DAs) and coordinated with sellers for accurate and timely pickup location updates in Quip.
- Ensured seamless delivery operations by actively monitoring and updating delivery status in the Station Command Center.
- Collaborated with cross-functional teams to enhance delivery accuracy and customer satisfaction through continuous process improvements.

Amazon, Dubai World Central, DXB3

2021 - 2023

Customer Service Executive

- Help a variety of Amazon customers by phone, e-mail, and/or chat.
- Actively problem-solve and innovate on behalf of customers with good judgment to ensure the appropriate customer outcome.
- Ability to empathise with and prioritise customer needs.

Sharjah International Airport

2024

Customer Service Agent (Internship)

- Guided passengers to check-in counter at different zones.
- Ensured the luggage is within the baggage allowance.
- Satisfied passengers by assisting them with their queries.

Dubai International Airport T3

2020 - 2021

Customer Service Agent

- Assisting passengers' journey from check-in to Departure, Boarding Gates, Arrival Immigration, and central screening at different locations.
- Coordinated arrival of passengers who required PCR tests to be taken.
- Provided passengers with the required information