

# Noura Hameed Ahmed

Ajman

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## PERSONAL

**Date of Birth:** January 8, 1988

**Place of Birth:** Dubai, UAE

**Nationality:** Yemen

**Visa Status:** Permanent Resident

**Holding UAE Driving License**

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## Objective:

- ✓ I want to be part of the success in an environment of growth and excellence

## Education:

- ❖ Completed High School in 2006 ( Ajman Secondary school ) .
- ❖ National Diploma in Business – Accredited by EDEXCEL – UK at the National Institute for Vocational Education with specialization in HR , Graduation Date is Jan 2012

## Experience In Brief :

- ❖ Executive Council of Ajman , summer work placement 12/7/2011
  - ❖ Umm Al Moumineen Women’s Association – Ajman for one month .
  - ❖ Tafaseel Business Process Outsourcing ( Ajman- Oct 2014 – July 2017 )
  - ❖ Emirates Auction ( Dubai – Aug 2017 – Oct 2018 )
  - ❖ Mouteny Public Relations ( Ajman – March 2019 –May 2019 )
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### Working Experience:

- ❖ ***Working as a Call Centre agent for Ajman Chamber of Commerce , Ajman Municipality , Department of Economic Development Of Ajman ad Ministry Of Community Development .***
- ❖ ***Working in Emirates Auction as a sales officer***
- ❖ ***Working in Mouteny Public Relations as a Marketing***

### Basic common functions of these Three Jobs :

- ❖ Preparing weekly and monthly reports
- ❖ Checking data entry of all agents
- ❖ Checking calls' quality
- ❖ Provide quality customer service on every call.
- ❖ Communicate clearly and effectively with customers/Clients
- ❖ Obtains client information by answering telephone calls, verifying information.

### ***Ajman Municipality , Department of Economic Development & Ministry Of Community Development :***

- ❖ Dealing professionally with the customers and handling CRM system , for Ministry we used Three system which is ( social affairs system , Marriage grant system and People of Determination system )
- ❖ Providing customer services and understanding the needs of the customer
- ❖ Policy of entering client information.
- ❖ Informs clients by explaining how is the procedures, taking their complains, answering questions, providing information.
- ❖ Provide customer any information about the license and permits in Ajman .
- ❖ Receiving feedback from clients and passing them to team members
- ❖ Resolving customers' problems and communicating with the competent authorities

### ***Ajman Chamber of Commerce :***

- ❖ Taking responsibility of Marketing events of ACC from A-Z
- ❖ Responsible of ACC's official e-mail

- ❖ Provide service to customers via telephone and email
- ❖ Routing calls to appropriate parties
- ❖ Providing customers with service information

***Working Experience at Emirates Auction :***

- ❖ Work with Emirates Auction as Sales employee :
- ❖ Communicate with customers by phone and emails .
- ❖ Send an email to our customers regarding his request
- ❖ Entered customers data and modification it if he wants to modify some of his data
- ❖ Use a specific system to search for the status of the customer's request
- ❖ Direct sale by telephone or by presence customer to the office .

***Working Experience at Mouteny Public Relations :***

- ❖ Working with Rashid Center for people of Determination as a marketer for Fundraising.
- ❖ Contact with the customer by Phone , Email and WhatsApp.
- ❖ Send an emails to our customers with fundraising details .
- ❖ Entered customers data .

**Additional Skills:**

- ❖ Type in English and Arabic.
- ❖ Fluent bilingual in Arabic and good command in English.
- ❖ Communicating skills
- ❖ Excellent use of Microsoft Office programs (word, excel and PowerPoint) and Internet.
- ❖ Data Entry.
- ❖ Communicating skills

**Strengths:**

- good listener
- organized
- self-confident
- ready to take Challenging
- Execute all entrusted tasks with precision, honesty and willing to shoulder responsibility.

- Ability to work both independently and within a pro-active and positive team environment.
- I am very organized, dependable and always strive to have a positive attitude towards any assignment.