

NORA KHALED

Personal Profile

Phone: 0507407798
E-mail: norakhaled812@gmail.com
Residence: Dubai
Day of birth: 08/12/1999
Marital status: Single
Nationality: Egyptian
Visa status: Father

Work experience

Period AUG 2018 – 12 MAR 2019
Company: promo star publishing
Job position: Sales representative
Responsibilities:

- Sailing and advertising for events.
- Provide customers with information about items.

Period: 13 MAR 2019 – 24 APR 2021
Company: Hexaware Technologies (outsourcing for Vfs global)
Job position: Call center agent/ customer service
Responsibilities:

- Answering phones, emails and chats from customers professionally and responding to customer inquiries and complaints.
 - Answer courteously inbound calls. Respond to customer inquiries.
 - Manage large amounts of inbound and outbound calls in a timely manner.
 - Follow communication “scripts” when handling different topics.
 - Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
 - Follow up with the customers to confirm the appointments if any.
-

Education

Year **MAY 2018** - Till date

Department / Specialization **High School**

School address **National Charity School, Dubai**

Year **2017**

Department / Specialization **High School**

School address **National Charity School, Dubai**

Other skills and Abilities

Language proficiency:

Arabic - *native speaker (writing and speaking)*

English – *Fluent (writing and speaking)*

- Able to coordinate and complete multiple tasks in a deadline-oriented environment, Synergetic and organized.
- Quick learner and adapts easily to new protocols and changing environment.
- Able to set priorities to achieve immediate and long-term goals and meet operational Deadlines.
- Adapts easily to new concepts and responsibilities.
- Microsoft office (Word, Excel, PowerPoint)
- Good Oral and Written Communication Skills.
- Ambitious, Persevering, Ethical.
- Work as one team Pursuing and respect for the work environment.