

NIHED NAJAR
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OBJECTIVE

Experienced, result and detail-oriented Property Administrator, with the ability to follow through and complete assigned tasks. Effective communicator and team player with demonstrated experience to work in a fast-paced environment with little to no supervision. above average abilities in Microsoft Office products. Excellent organization and administrative skills. Interested in an opportunity with a company to learn from the ground up.

KEY SKILLS

Knowledge & Skills:

- Good knowledge of MS Windows/Office products.
- Strong interpersonal, business writing and communication skills.
- Office administration, operations, customer service and client interaction.
- Analytical skills, ability to work under pressure.
- Practical and logical decision-making skills.

Language Skills:

- Native Language: Arabic.
- Excellent communication: English and French.

EXPERIENCE

July 2017 – May 2021: Bright Brains Information Technology Dubai

Customer Service Lead

Job Duties:

- Attend customer queries from all channels (Social media, Phone, email, WhatsApp) and assign to respective sales SPOC.
- Track and update sales feedback to ensure proper tracking of sales leads.
- Prepare and update contract details and share with sales team.
- Receive customer complaints and assign it to the relevant team.
- Follow up with customers on maintenance renewal contract.
- Manage contract attestation with Dubai chamber of commerce and MOFA.
- Issuing installments invoices to customers and follow up on payment collection.
- Share weekly and monthly reports to sales head with leads and payment status.

May 2014 – June 2017: HAMPTONS International Dubai

Property Assistant

Job Duties:

- List units in Master key and publish the advertisement in Dubizzle and property finder.
- Generate daily reports for new units on Master key.
- Price comparison based on units published on external websites.
- Preparing monthly and quarterly reports.
- Coordinate with Sales and leasing team for new business requirement.
- Monthly follow up of SPA copy and payments receipts copy for commission claim.

Apr 2008 – May 2014: HSBC Insurance Brokers LTD- Dubai

Medical and Life Claims Administrator

Apr 2007 – Mar 2008 : Mohammed Bin Rashid Al Maktoum Foundation-Dubai

Customer Service Agent

EDUCATION & TRAINING

- June 2006: Bachelor of International Business, Higher University of Business, Tunis.
- 1st Jul 2008 – 15th Jul 2008: Training in Zurich Insurance Company.
- 15th Jan 2013 – 31st Jan 2013: Microsoft Office Training (Word and Excel)
- 2nd July 2017 – 13th July 2017: Customer service training.
- 18th Aug 2018 – 8th Sep 2018: Digital Marketing foundation.

PERSONAL INFORMATION

Date of Birth	: 01/12/1982
Marital Status	: Married.
Nationality	: Tunisian