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📍 Al Khawaneej, Dubai

## Skills

Windows  
Spreadsheet  
Ms-Outlook  
Ms-Access  
Ms-Office  
Oracle  
Avaya

## Education

2004 – 2018

**GULF MODEL SCHOOL –  
DUBAI**

High School Diploma in  
Leadership

2018 – 2021

**VICTORIA INSTITUTE –  
AJMAN**

Bachelor's in Travel and  
Tourism Management

# NIHALA MARYAM ABDUL NASAR

I'm a hardworking and outstanding BBA graduate. I'm seeking a suitable position in a stable and prestigious Organization where I can acquire experience, ability, and potential to my maximum ability So that I can come out as a better individual and be a significant contribution to your Organization.

## Experiences

### Internship – Grace Travel and Tourism, Dubai

8 Feb 2020 – 12 Feb 2020

- Worked with the B2C Team to fulfill client's needs.
- Paid attention to their concerns and addressed their quires.
- Achieved exceptional level of customer service.

### Data Entry – Ivylike Data Entry, Kerala

10 Mar 2020 – 20 May 2020

- Knowledge of computer software.
- Strong written and verbal communication skill.
- Fast typing.
- Accurate data entry.
- Ability to work independently.

### Customer Care Representative – Nakheel

26 June 2021 – 1 Oct 2021

- Receiving and placing customer service telephone calls.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints, managing database records, drafting status report on customer service issues.
- Data entry and research as requires to troubleshoot customer problems.
- acknowledging and resolving customer complaints.
- Ensure customer satisfaction and provide professional customer support.
- Responding promptly to customer inquiries.

## Languages

English  
Arabic  
Hindi  
Tamil  
Malayalam

## My Interests

Photography  
Traveling  
Cooking

### Fleet Administration Operator – Expo 2020

10 Mar 2022 – 1 May 2022

- Fleet operation assistance.
- Yard Management.
- Shift Check-In and Check-Out.
- Dispatching of Bus, SUV, Buggy.
- Key Room.
- Check Post.
- Dash Board.
- FMS Software.

### Guest Service Assistance – MSC Events

18 Feb 2022 – Present

- Gain valuable experience in guest service, time management, teamwork, and communication.
- Greeting and assisting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Provides appropriate information and general assistance to guests.
- Manages the guest service operations and program.

## Professional Skills

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- Great communication and interpersonal skills.
- Excellent Organizational and multi-tasking skills.
- Great Writing skill.
- Works well both individually and in a team.
- Team leadership, Customer services.
- Good knowledge in Computer Applications (MS Word, Excel, Power Point, Google Sheet, Internet and Email )