



# Nora Kafaji

## Contact

Stockholm, Sweden

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## Skills

- Teamwork
- Problem-solving
- Responsible
- Flexible
- Quick learner
- Driven
- Positive attitude
- Social
- Stress-resistant
- Motivated
- Computer proficiency
- Creative and innovative
- Analytical thinking
- Strong interpersonal skills
- Customer-oriented

## Education

Högskolan Kristianstad  
Kristianstad

## Summary

Current IT student with a strong interest in entering the job market to apply my knowledge in practice. I am a hardworking, communicative, and dedicated individual. I look forward to gaining more professional experience.

I am seeking a job where I can demonstrate my commitment and work ability. In my previous jobs, I have excelled as a productive and quick-learning colleague.

Young, motivated, and passionate about IT, with excellent organizational skills and a strong sense of teamwork. I am highly adaptable and thrive in all types of environments. I have a strong goal orientation and wish to develop professionally within a company. I am communicative, open, and able to adapt to any situation.

## Experience

### Customer Service Representative

Online | Lund, Sweden | June 2024 - Current

- Assisting customers with inquiries and billing.
- Working as part of a team to achieve company goals.
- Customer service via phone and email.

### Store Associate

Ica Maxi | Stockholm, Sweden | Jan 2023 - Sep 2023

- Responsible for handling deliveries, including receiving, packing, and storing goods in the store.
- Maintaining a clean and organized store environment by ensuring shelves were well-stocked and neat.
- Contributing to a positive customer experience and maintaining a high store standard.

### Primary School Teacher

Göteborgs Stad | Göteborg, Sweden, Sweden | Jul 2022 - Dec 2022

- Planning and conducting lessons and activities for students.
- Creating engaging and developmentally appropriate learning experiences.

Software Developer:

Computer science

June 2023 - June 2026

Currently enrolled in a program to become a professional software developer. Throughout this education, I am gaining a broad knowledge base in programming languages, databases, web development, software architecture, and other relevant areas. I am passionate and motivated to take on challenges in software development and contribute to innovation and progress in the field.

Södertörns Högskola

Stockholm

Primary School Teacher:

Teaching

August 2019 - June 2022

During my studies, I acquired an in-depth understanding of pedagogy, didactics, and subject knowledge specific to after-school education.

## Customer Service Representative

Foodora | Stockholm, Sweden, Sweden | Dec 2021 - Jul 2022

- Handling customer interactions via email and chat to address inquiries, issues, and complaints.
- Following company guidelines to ensure professional and efficient customer support.
- Providing solutions and responding to customer questions with empathy and confidence.

## Warehouse Associate

Dahl (Randstad) | Stockholm, Sweden, Sweden | Sep 2020 - Nov 2021

- Picking and packing orders, managing incoming deliveries, and processing returns.
- Ensuring accuracy and efficiency in handling goods to maintain smooth warehouse operations.

## Store Associate

Rusta | Stockholm, Sweden, Sweden | Feb 2020 - Sep 2020

- Providing excellent customer service by assisting customers, answering questions, and giving recommendations.
- Keeping the store organized and clean, restocking products, and handling the cash register.
- Aiming to create a positive and seamless shopping experience for every customer.

## Customer Service Representative

Academic work | Stockholm, Sweden, Sweden | Oct 2019 - Feb 2020

- Receiving and processing customer orders for Apple device repairs in person and via phone.
- Handling orders according to customer needs and company policies.
- Maintaining a well-organized work environment for efficiency and quality.

## Warehouse Assistant

DHL | Stockholm, Sweden, Sweden | Jun 2019 - Sep 2019

- Handling calls from technicians placing orders for materials and equipment.
- Managing orders efficiently, picking items from the warehouse, packing, and dispatching them according to instructions.
- Conducting regular inventory checks to keep the warehouse organized.

## Cashier

Ikea | Stockholm, Sweden, Sweden | Jan 2018 - Jun 2019

- Managing customer transactions, including scanning items, accepting payments, and providing change.
- Handling returns, providing product information, and ensuring excellent customer service.
- Balancing the cash register and reporting discrepancies at the end of the day.
- Developing strong customer service skills and working efficiently under pressure.

## Languages

English, Svenska: Modersmål

Arabic: B1



Intermediate