

# Nehal Ghayeb

Jebelat Habshi, Northern Governorate

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## Objective

I have high ambitions to become an effective member of a respected and well developed organization. I am aiming to achieve this by obtaining the best possible education and the best form of dedication and commitment that I give to my work with attention to all details in my job responsibilities and to provide high level of service.

## Experience

### **Silah Gulf (Customer Service Representative/ Qatar Airways call centre) March 2016-October 2016**

Silah Gulf is a company that specialises in customer management and contact centre services. Reporting to the operation Manager. I provided excellent customer service.

Main responsibilities:

- Answering phone calls and assisting travellers with inquiries.
- Making new ticket bookings and reissuing tickets.
- Provide all information needed for the travellers.
- Complain handling and problem solving.

Main achievements:

- Answering the highest number of phone calls.
- Finishing phone calls before the maximum time limit (8 minutes).
- Made it to the top three within the first three months of employment.

### **Bechtel International (Administrative Assistant- Engineering) May 2017- November 2017**

It is an engineering, procurement, construction, and project management company. Reporting to the Deputy Engineering Manager Infrastructure – Senior Project Engineer. I supported my team with their engineering and administrative tasks as needed.

Main responsibilities:

- Assist the team with the engineering and administrative tasks.
- Answer phone calls and redirect them.
- Compose e-mails, arrange and schedule meetings.
- Write down meeting minutes and upload them.
- Coordinate with the head of the admin team to arrange business travels and accommodations.

Main achievements:

- Reduced load and pressure for the team by completing admin work.
- Tasks started being achieved by the deadlines and delays have been less.
- Provided more organization for the team.
- Had the chance to rotate in five departments of choice to widen my experience.



## Education

**Coventry University, United Kingdom (University Foundation Programme)    September 2009- July 2010**

**Swansea University, United Kingdom (Bachelor of Engineering in Civil Engineering)    October 2011- July 2015**



## Skills

- Competent.
- Excellent IT skills.
- Fluent in both Arabic and English, written and spoken.
- Excellent communication skills.
- Multi tasking, time managing and able to work under pressure.
- Able to work independently and with teams.