

## Curriculum Vitae

**Personal Details:**

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| Name | : Nabeela Hamza Jamsheer |
| Date of Birth | : 08/03/1979 |
| Nationality | : Bahraini |
| Sex | : Female |
| CPR# | : 790304910 |
| Passport # | : 873224 |
| Contact | : 39949394 **-**39949349 |
| Marital Status | : Married |
| Address | : Sanad House.1926 D - Road. 4562 Block 745. |

# Education and Qualification

2000 –2001 : Diploma in Travel Services (National Vocational Qualification).

Gulf College for Hospitality and Tourism, Bahrain

A division of Manchester College for Art and Technology

June 1997 : Isa Town Commercial Secondary School

# Courses

* Diploma in MS Windows year 1998 – Manama Teacher’s

(Word, Excel, PowerPoint and Access 2000) Learning Resource Center

* computer courses . year 2005
* Job Retail & System Course year 2005 - Batelco
* Cross Service System (CSS) year 2005 - Batelco
* IP Billing ( Wi-Fi Modem Provisioning ) year 2005 - Batelco
* Complaint-Sub-System (CICS) year 2005 - Batelco
* IP Billing Component (GSM mobile System) year 2005 – Batelco
* Customer Relation Management (CRM) year 2005 - Batelco
* Trans Business Management System (TBMS) year 2005 - Batelco
* Human Resources Management System (HRMS) year 2005 - Batelco
* Human Performance Improvement year 2005 - Batelco
* Customer Centre System year 2005 - Batelco
* Batelco Business Information System (BBIS) year 2005 – Batelco
* Selling Skills Course year 2005 – Batelco
* Problem Solving & Decision Making year 2005 – Batelco
* Customer Service Course year 2005 - Batelco
* Customer Service System (CSS) year 2005 & 2008 - Batelco
* Account Receivable (AR) year 2005 - Batelco
* Nice Number Process year 2005 - Batelco
* Batelco World year 2005 - Batelco
* Customer Service & Cross Selling Course year 2005 & 2008 - Batelco
* Red carpet training year 2008 - Batelco
* Pay T.V Packages year 2009 - Batelco

**Work Experience:**

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| Date | Position | Place |
| 1997 - 1998 | Secretary | Jawad |
| 1998 - 1999 | Telephone Operator Receptionist | Ashraf |
| 1999 - 2000 | Telephone Operator | Al Noor International School |
| 2000 - 2001 | Ticketing & Reservation | Delmon Travel Agency |
| 2001 - 2003 | Secretary | Bin Jassim Group |
| 1/1/2005 – 31/12/2005 | Retail Officer | Batelco |
| Nov2007-Jan2008 | Retail Officer | Batelco |
| 15/3/2008 - till now | Retail Operations & Development | Batelco |