

Nimat Ebrahim Dekla

Accrington

nimatdekla12@gmail.com

+44 7522 105639

Work Experience

Customer Service Advisor

Boohoo - Burnley

May 2021 to Present

Achievements at this job entail -

- Identifying a problem and solving it
- Giving feedback to the business and implementing new process to help improve processes for customers
- Improved customer satisfaction
- Achieved first contact resolution on majority of queries received
- Handle queries in good time and efficiently
- Can work under pressure and meet targets

Customer Service Advisor

BT - Accrington

September 2020 to May 2021

At this job I've been able to build rapport with customers quickly, speak clearly and listen intently whilst working out how to solve problems to keep customers happy. In this job we have to remain cool, calm and collected as we deal with customers expressing many different emotions over the course of a call and need the skills to be able to empathise as well as fixing their issues and then having to do this again and again and again as we take call after call. Some skills I've picked up here are:

- Excellent listening skills and natural empathy
- Top-notch troubleshooting and problem-solving skills
- A genuine passion for customer service
- A professional telephone manner
- Resilience, understanding and patience

Customer Care Advisor

ASOS Customer Care - Watford

November 2018 to September 2020

A very fast-paced environment and constant interaction with customers. I've picked up skills on how to properly interact with customers, advise them with their queries virtually and to manage my time more effectively. I have developed on my time management skills as I handle multiple live chats at a time in order to tend to customer's needs immediately. I also give the best responses in every situation so customers are satisfied.

Receptionist/admin

BwD Carer's Service - Blackburn

January 2016 to May 2016

Nursery Staff

Fernhurst Court Nursery - Blackburn
September 2015 to December 2015

Nursery staff

Highbrook Children's Centre - Blackburn
May 2015 to July 2015

Teaching assistant

St Peter's R.C Primary School - Blackburn
September 2014 to January 2015

Residential Care Worker

Linden House - Blackburn
June 2013 to June 2013

Education

LLB Hons in Law

University of West London
2016 to 2017

Diploma of Higher Education in Health and Social Care

Blackburn College
2014 to 2016

GCSE or equivalent in A*-C

Blackburn Central High School - Blackburn
2009 to 2014

Skills

- Customer Service
- Valid drivers license (5 years)
- Call Center
- Customer Support
- Multilingual

Certifications and Licenses

Level 5 diploma HR

February 2024 to Present
Completed a Level 5 course in HR with CPD certification and transcript

Additional Information

A highly dedicated and responsible individual who is willing to engage in pursuits which will utilise the interpersonal and self-reliance skills I have acquired through placements and studying. I am a very logical person and have a clear mind with a practical approach to solving issues and am capable of working under pressure. I enjoy working as part of a team but don't mind working on my own either as it allows me to use my initiative to get jobs done. I am able to speak multiple languages including English, Kutchi and Urdu.

Core Skills

- Strong organisational skills
- Excellent telephone manner
- Good workload and time management
- Committed, driven and active
- Empathetic