

# Nimat Ebrahim Dekla

Accrington

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## Work Experience

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### **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**

Highercroft 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

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**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

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

## Certifications and Licenses

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**Level 5 diploma HR**

February 2024 to Present

Completed a Level 5 course in HR with CPD certification and transcript

## Additional Information

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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