




NAGHAM EL-AGAMI

SALES ADVISOR



CONTACT

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EDUCATION

PENAL LAW DIPLOMA G.D.I

Ain Shams University
2020 - present

BACHELOR OF LAW, ENGLISH

SECTION, LLB
Ain Shams University
2014 - 2018

SKILLS

Communication
Attention to details
Active listening
Time-management
Customer Service
Adaptability
Research

ABOUT

Results-oriented Immigration Consultant with 3 years of experience guiding individuals and families through the complex immigration process. Proven track record of securing successful outcomes for clients seeking visas, citizenship, and permanent residency.

EXPERIENCE

LOANS SALES

FAB BANK | Nov 2023 - Apr 2024

- Selling business loans, mortgage and other financial products to customers.
- Discussing the different loans and credit facilities with borrowers.
- Explaining the loan repayment schedules to borrowers.
- Ensuring clients adhere to loan agreements and ensure that repayments are done on time.

OPERATIONS COORDINATOR

Reach Immigration | Nov 2022 – Jun 2023

- Working with team leaders, managers, and department heads to learn departmental needs and goals.
- Ensuring that all activities confirm to local, federal, industry and company standards.
- Observing, reviewing and analyzing processes to identify inefficiencies and areas where improvements could be made.
- Filling applications.

IMMIGRATION CONSULTANT

NEWBORDER LTD | Oct 2019 – Aug 2020

- Overseeing all aspects of the Visa and Immigration Services, ensuring that the process runs smoothly.
- Ensuring that all the information provided by the client is accurate and correct, preparing and checking all legal documents.
- Preparing all fees quotes and any information required by clients, colleagues or authorities.
- Calling customers for (confirmation, quality control and feedback, etc.).
- Organizing meetings.

OPERATIONS EXECUTIVE

United Arab Supply Chain | Sep 2018 – Sep 2019

- Responsible for analytical and reporting duties after/during shipment
- inspection. Dealing with bookings and shipping lines through websites.
- Calling customers for (confirmation, quality control and feedback, etc.)
- Organizing meetings.

EXPERIENCE

CALL CENTER AGENT

Vodafone UK | *Apr 2015 – Aug 2015*

- Receiving and dealing with all initial customer communications.
- Providing accurate information and advice.
- Guiding all customer issues to a satisfactory conclusion.

CALL CENTER AGENT

Rehlat Airlines | *Nov 2018 – Jan 2019*

- Providing accurate information and advice.
- Guiding all customer issues to a satisfactory conclusion.
- Following up on ongoing customer cases.
- Creating and maintain customer call logs.