

Naila Noor

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Summary

"I possess a robust academic background in business administration, complemented by hands-on experience in customer service. My ability to enhance customer interactions is fueled by strong communication skills, adept problem-solving capabilities, and a keen sense of organization. By merging theoretical knowledge with practical expertise, I bring a unique skill set that contributes to effective customer engagement and overall operational efficiency."

Education

MBA with Leadership

University of the west of Scotland, London, United Kingdom
03/2023

Master of Commerce

University of Central Punjab, Rawalpindi, Pakistan
10/2019

Bachelor of Commerce

Punjab College of Commerce , Rawalpindi, Pakistan
09/2016

HSSC: FSC(Pre-medical)

Punjab College for Women, Rawalpindi, Pakistan
08/2014

SSC: Science Group

Grammar Public High School for Girls, Rawalpindi, Pakistan
08/2012

Experience

Resolve Security Solutions Ltd

Security Officer, Brighton, United kingdom
10/2023 - Present

"Securing premises and patients from uncertain hazards.Keeping a close eye on possible disturbances in the emergency and mental wards"

Guard Group Nationwide Ltd

Security Officer, Crawley, United kingdom
02/2023 - 08/2023

"Worked closely with Home office in maintaining security in bridging hotel projects"

Papa John's

Shift Manager , Horley, United kingdom

04/2022 - 01/2023

Managing staff, ensuring quality and service standards, handling customer concerns, and coordinating with other managers. Additionally, responsible for inventory control, cash management, and maintaining a safe and clean working environment with effective communication and problem-solving skills.

Pakistan Telecommunication Company (PTCL)

Customer Service Executive, Rawalpindi, Pakistan

05/2019 - 01/2022

Interacting with customers to address inquiries, resolve issues, and ensure a positive experience. I handle orders, provide product information, and assist with various customer concerns with strong communication skills and patience.

Skills

Communication skills, Time management, Computer literacy, Microsoft word, Customer service