

**NOURA I. HEFNY**

**UAE – Abu Dhabi**

**00971 52 5236665**

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**Nationality:** Egyptian

**Date - Place of birth:** 25/03/1988 - UAE

**Marital Status:** Single

**Visa Status:** Residence – Transferable

I am writing to express my great interest in the vacant post that you might have for Customer Care Officer or Administrative Office and currently recruiting for

As based on your requirements and job description. I believe I am a perfect fit for the job through my education and working history that extended since 2004 till present that shows an experience in customer care & support.

More details are supplied on the enclosed CV. I would be glad to elaborate on any of this information. Sincerely hope you give me opportunity to demonstrate this by granting me an interview.

Thank you for time and consideration.

Best regards,

**Noura Hefny**

**Core Skills & Strengths** .

* Patients
* Attentiveness
* Clear Communication Skills
* Knowledge of the Product
* Ability to Use "Positive Language”
* Acting Skills
* Time Management Skills
* Ability to "Read" Customers
* A Calming Presence
* Goal Oriented Focus
* Ability to Handle Surprises
* Persuasion Skills
* Tenacity
* Closing Ability
* Willingness to Learn

**Educational Background .**

Bachelor degree holder of Psychology studies –Faculty of ARTS / Alexandria University 2012

**Carrier History .**

1. **JAN 2005 – MAY 2009**

**Organization:** Paris Gallery – Al Fuhaim group / UAE – Abu Dhabi

**Designation:** Customer Service & Support Representative

**Duties & Responsibilities:**

* Listen and respond to customers’ needs and concerns
* Provide information about products and services
* Take orders, determine charges, and oversee billing or payments
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Refer customers to supervisors, managers, or others who can help
* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies

1. **MAR 2010 – DEC 2012**

**Organization:** ALEX Trading Group – EGYPT / Alexandria

**Designation:** Office Manager

**Duties & Responsibilities:**

* Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
* Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
* Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
* Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
* Completes operational requirements by scheduling and assigning employees; following up on work results.
* Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
* Maintains office staff by recruiting, selecting, orienting, and training employees.

1. **JAN 2013 – AUG 2016**

**Organization:** Notre Dame School – EGYPT / ALEX

**Designation:** Educational Psychology specialist

**Duties & Responsibilities:**

* Assessing learning and emotional needs by observing and consulting with multi-agency teams to advise on the best approaches and provisions to support learning and development
* Developing and supporting therapeutic and behavior management programs;
* Designing and developing courses for parents, teachers and others involved with the education of children and young people
* Designing and developing projects involving children and young people
* Writing reports to make formal recommendations on action to be taken, including formal statements
* Advising, persuading, supporting and negotiating with teachers, parents and other education professionals;

1. **DEC 2016 – To 2017**

**Organization:** Paris Gallery – Al Fuhaim group / UAE – Abu Dhabi

**Designation:** Sales Excusive / Watches & Accessories Section

1. **October first 2017 till now**

***Chalhoup company / Sephora***

\* Fragrance expert

\* beauty consultant

Customer service

Controls sales and the achievements