**Gulfjobseeker.com CV No:** **1431450**

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Nationality: New Zealander

D.O.B: 8 March 1989

Education: Massey University, New Zealand

Degree: Bachelor of Arts

**Professional Experience:**

**Pandora Bakery, Auckland/New Zealand**

**- Customer Service and cashier (September 2013- April 2014)**

* Handled customer orders, inquiries, complaints and payment questions via in person or by telephone.
* Listen, clarify and manage conversational flow
* Managed upset customers, conflicts and challenging situations with the ability to build productive relationships, resolve complex issues and win customer loyalty
* Delivered outstanding service and building long term loyalty
* Worked in teams and in a self- directed environment
* Managed a high-volume workload within a deadline-driven environment
* Process sales and payments
* Issue refunds and credits
* Maintain and report records of all transactions
* Balanced money in cashier register with sales data

**AMIDEAST, Alexandria/Egypt**

**-Assistant English Teacher for Kindergarteners (2010)**

* Formulated rules for behavior and observed performance
* Created activities based on pre-defined criteria
* Guided students individually and in groups
* Worked with the teacher to prepareand implement remedial programs
* Organized and led activities to promote physical development

**Education:**

* **Massey University, New Zealand** (Current)

Bachelor of Arts (2011-2016)

Major in Psychology and double minor in Human Resource Management and Rehabilitation.

* Achieved elective papers:
* Management Information systems:The paper emphasises the development of information systems, and their uses for communication, goal achievement and knowledge management in applied contexts.
* Organizations & Management:An introduction to key management concepts and processes in New Zealand and international organisations. This includes an examination of management thought, practices and functions, organisational communication and organisational behavior.
* Principles of Marketing:The paper is designed to develop a basic understanding of consumers, market analysis, marketing planning, and marketing management.
* **Pioneers Language school** (2004-2007)

American High school diploma

Alexandria, Egypt

* **Alexandria Language school** (2000-2003)

Graduated intermediate school

Alexandria, Egypt

* **Ilam Primary School** (1996-1999)

Christchurch, New Zealand

**Skills:**

* Communications Skills
* Time Management
* Presentation skills
* Ability to Work under pressure
* Proactive and self-disciplined
* Self-Motivation
* Collaborative with an enthusiastic approach
* Multicultural Sensitivity/Awareness
* Soft Research Skills

**Technical Skills:**

* Proficient in Microsoft office
* Soft data entry skills
* Cash Management

**Languages:**

* English (native)
* Arabic (spoken)