




Nooruddin Omar

Doha, Qatar 

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I am a dedicated and personable professional who has a passion for delivering exceptional service and a commitment to understanding and meeting the unique needs of every customer, I aim to create positive and memorable experiences. My strong communication, problem-solving, and interpersonal skills, coupled with fluency in both Arabic and English, enable me to build trust and rapport quickly, ensuring customer satisfaction and loyalty. I am eager to contribute my expertise to your team and make a positive impact on your customers' experiences.

Main Points:

- Bilingual in Arabic and English.
- Strong problem-solving with keen attention to detail.
- Exceptional organizational and communication skills for efficient task management and collaboration.
- Over 5 years' experience in customer facing roles and leadership.

Skills

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| ▪ Money Handling | ▪ Bilingual (Arabic, English) |
| ▪ CRM website development (WordPress) | ▪ Experience with various booking systems and software programs |
| ▪ Microsoft Excel | ▪ Ability to manage complex processes |
| ▪ Experience training and mentoring new team members. | |

Experience

MAR 2022 – SEP 2022

Booking Coordinator / NHS, Manchester

- Adapted to changing circumstances and priorities, working collaboratively with team members to ensure that patient care is a top priority.
- Coordinate patient bookings and appointments across multiple departments and sites within the NHS, using various booking systems and software programmes.
- Responded to patient queries and concerns regarding appointments and provided clear concise information and guidance.

JUL 2020 – FEB 2022

Sale Advisor / GOLD ANCHOR HOME, Manchester

Letting Team Leader

- Advertised and marketed rental properties to potential tenants.
- Screened tenants and conducted background checks.
- Prepared and executed lease agreements.
- Responded to tenant maintenance requests and resolved issues.

HR and Social Media Specialist

- Recruited and hired new employees.
- Onboarded new employees and trained them on company policies and procedures.
- Created and managed the company's social media presence.
- Developed and implemented social media marketing campaigns.
- Engaged with followers and responded to their comments and questions.

OCT 2018 – JUN 2020

**Order Management and Training Specialist / EIMASS,
Manchester**

- Managed order taking and packaging processes for a growing small business, ensuring timely and accurate delivery of orders to customers.
- Trained and mentored new employees as the business grew, providing guidance and support to ensure they were able to perform roles effectively.

Education

AUG 2015-2016

**Level 5 HND Computing and system development / Shina
Simon College, Manchester**

AUG 2014 - 2015

**Level 4 HNC Computing Business / Shina Simon College,
Manchester**

References:

Available upon request.