

NABILA AZIZ

Customer Service & Sales Representative



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Doha - Qatar

Summary

I am a customer-focused professional with experience in admin support and telecom sales. I worked at Vodafone, Hamad International Airport, assisting travelers with SIM cards and packages, and currently at Ooredoo, managing transactions, explaining plans, and activating SIMs. Multilingual, adaptable, and skilled in POS systems and fast-paced environments.

PROFESSIONAL EXPERIENCE

Sales Representative (Prepaid SIM cards & Packages)

HIA -Spectrum solution (Ooredoo)

- 2026** - **Untill now**
 - Actively manage cash and card transactions, including digital payments, following company procedures and POS systems.
 - Explain telecom packages, pricing, and usage clearly to international travelers, ensuring full understanding and satisfaction.
 - Provide personalized assistance in multiple languages to diverse customers in a fast-paced environment.
 - Handle SIM card activations, customer registration, and plan setup accurately and efficiently.
 - Maintain high-quality customer service standards while achieving daily sales targets.
 - Operate POS systems and ensure compliance with all operational and financial protocols.

Customer service & Sales (prepaid SIMcard & Packages)

HIA project -Vistas Glob (Vodafone)

- 2025** - **2026**
 - Actively promoted and sold prepaid SIM cards and telecom packages to international travelers.
 - Consistently achieved sales targets in a high-traffic airport environment.
 - Provided clear explanations of plans, pricing, and usage to ensure customer satisfaction.
 - Completed SIM activation and customer registration accurately and efficiently.
 - Managed cash and digital payments with full compliance to company procedures.
 - Delivered excellent customer service while handling diverse nationalities and fast-paced operations.

Secretary

Law firm

- 2023** - **2025**
 - Prepared, drafted, and reviewed legal documents and contracts.
 - Managed incoming calls, scheduled appointments, and responded to client inquiries.
 - Greeted and assisted clients, ensuring a professional and welcoming environment.
 - Organized, filed, and archived contracts, case files, and official records.
 - Provided general administrative support to lawyers and office staff, ensuring smooth daily operations.

EDUCATION

Bachelor of law

Aboubekr belkaid University
2016- 2019

Higher technician diploma in computer science database option

Ahmed guerrich institute

2019 -2022

SKILLS

- Customer Relationship Management
- Retail & Telecom Sales
- Meeting Sales Targets
- Handling Diverse Customers
- Problem solving
- Team Collaboration
- computer skills

LANGUAGES

- Arabic (native)
- English
- French
- Turkish (beginner)
- Spanish (learning)

ADDITIONAL INFORMATION

- Driving License: Category B

Available for relocation

Available to work with elderly patients and in healthcare environments