

NABEELA ALLY

ENTREPRENEUR

CONTACT

- 062-200-4735
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- instagram: @theinspocookie
- 11 Griffith Road, Bosmont

SKILLS

- Digital Literacy (Microsoft Office Suite)
- Content Creation & Editing
- Effective Online Communication
- Project Management
- Customer Service Excellence
- Remote Collaboration Tools
- Time Management
- Analytical Problem Solvin

EDUCATION

GED Certification

Global Academy

2021-2023

American Based syllabus equivalent to a matric certification.

TEFL

Teacher Record

2024-2024

Teaching English as a Foreign Language

LANGUAGES

English

Afrikaans

PROFILE

Dynamic and results-driven professional with a solid foundation in digital literacy, content creation, and customer service. Possessing certifications in Microsoft Digital Literacy and TEFL, I excel in managing projects and collaborating with diverse teams in fast-paced environments. With a proven ability to engage clients and deliver tailored solutions, I am eager to leverage my expertise in driving organizational success and enhancing customer experiences.

WORK EXPERIENCE

Travel Consultant

Wings Global Travel

2023-2024

In my role as a travel agent, I was responsible for booking remote hotels for oil miners in Saudi Arabia, working within a global team based in Dubai. We had a strict turnaround time of 2 hours per booking, ensuring quick and efficient service for our clients. My responsibilities also included managing after-hours bookings, which required special AOH (After Office Hours) vouchers for any requests made after 16:00 pm. I worked remotely, with monthly in-office meetings alongside my South African Dubai Team. My technical skills include proficiency in Ziwo, Excel, Outlook, Pulse, Office 365, Teams, and Skype, which I utilized daily to streamline operations and meet our team's high standards.

Entrepreneur

The Inspo Cookie

August 2024

As the founder and owner of a small business specialising in custom-made fortune cookies, I create personalised treats for events such as corporate gatherings, weddings, and special celebrations. I manage all aspects of the business, including content creation for marketing materials, product design, production, and customer service. My focus is on delivering unique, high-quality fortune cookies tailored to each client's needs, ensuring a personal touch that enhances their special moments.

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EXPERTISE

- Digital Literacy: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and digital content creation tools.
- Content Creation: Skilled in producing engaging written and visual content for diverse audiences.
- Online Communication: Strong verbal and written communication skills; adept at engaging with clients and colleagues across digital platforms.
- Project Management: Experienced in managing multiple projects simultaneously, ensuring timely delivery and client satisfaction.
- Customer Service: Committed to providing exceptional service and building lasting relationships with clients.
- Remote Collaboration: Effective in working with global teams and using collaboration tools (e.g., Teams, Zoom, Slack) to meet objectives.
- Time Management: Expertise in prioritizing tasks to meet deadlines in high-pressure environments.
- Creative Problem Solving: Strong analytical skills to identify challenges and develop innovative solutions.

CERTIFICATION

Certificate in Education

Teacher Record

August 2024

Teaching English as a Foreign Language

Teacher Record | August

Completed a comprehensive TEFL certification program, equipping me with the skills to effectively teach English to non-native speakers. The program covered curriculum development, lesson planning, classroom management, and language acquisition theories, emphasizing practical teaching techniques. This certification has prepared me to create engaging learning environments and cater to diverse student needs.

Microsoft Digital Literacy

Sanzaf

September 2024

Masterskill |September

Completed the Microsoft Digital Literacy certification, gaining foundational skills in key areas such as:

- **Working with Computers** -

Proficiency in Windows 10 and Office 2016, focusing on the creation and management of digital content.

- **Accessing Information Online** -

Efficient use of the internet to gather, evaluate, and use information.

- **Communicating Online** -

Mastery of digital communication tools for effective collaboration and interaction.

- **Online Safety** -

Knowledge of best practices for participating safely and responsibly in digital environments.

- **Creating Digital Content**: Ability to design, produce, and share digital materials using various Office 2016 tools and applications.

- **Collaborating and Managing Content Digitally** -

Expertise in working with teams to collaborate, edit, and manage content using digital tools.

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TO WHOM IT MAY CONCERN,

I am writing to express my interest in the position advertised. With a strong background in digital literacy, content creation, and effective communication, I am excited about the opportunity to contribute to your team and support your organisation's goals.

I hold certifications in Microsoft Digital Literacy and TEFL, which have equipped me with the skills to efficiently create and manage digital content. My expertise in digital communication allows me to engage effectively with colleagues and clients while maintaining high standards of professionalism.

In my previous roles, I have gained valuable experience in managing time-sensitive tasks in high-pressure environments. Working collaboratively with diverse teams has honed my ability to meet tight deadlines while maintaining excellent communication standards.

As a business owner, I have developed strong project management and client engagement skills. I take pride in delivering tailored experiences, managing orders, and creating products that resonate with customers.

I am eager to bring my skills in collaboration, content creation, and customer service. I believe my ability to work effectively in both creative and digital environments makes me a valuable asset to your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my experience aligns with the needs of your organisation .

SINCERELY,



NABEEL ALLY
