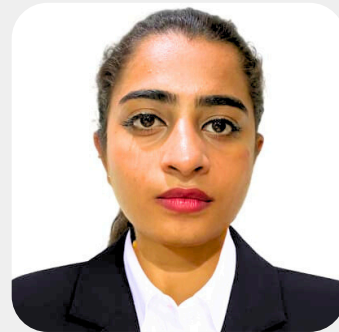


# NILO FAR JIWANI

Hotel staff / event manager



## CONTACT DETAILS

- +971 547423920
- nilofarjiwani272@gmail.com
- DUBAI, UAE

## EDUCATION

MES ARTS AND COMMERCE, GOA  
**BACHELOR OF BUSINESS ADMINISTRATION**  
2023

ST. ANDREW'S HIGHER  
SECONDARY SCHOOL  
**ARTS**  
2018 - 2020

ST. THERESE'S HIGH SCHOOL  
**10th Passed**  
2018

## SKILLS

- Organizational Skills
- Leadership
- Communication Skills
- Problem Solving
- Time Management
- Customer service

## CERTIFICATES

- Best employee of the month 2020
- Academic council certification 2019
- Best sportswoman ( college level) 2019
- All India general knowledge certification programs

## LANGUAGES

- English
- Hindi
- Urdu
- Gujarati
- Konkani

## TECHNICAL SKILLS

- DATA ANALYSIS
- CRM SYSTEMS
- EMAIL MANAGEMENT
- COMMUNICATION TOOLS
- COMPUTER SKILLS
- DIGITAL LITERACY

## ABOUT ME

I am an experienced and self-motivated individual. I am multi-tasking eagerly in finding new opportunities and analysing feedback and creating ways to improve relations with customers. I can assist customers with their selection process, provide guidance on products and after sales. I am dedicated, diligent and sincere, always exploring new and innovative ideas which can contribute in the development of the organization.

## WORK EXPERIENCE

May 2025

### ENA TRAVEL AND TOURISM HR AND CO-ORDINATOR

- Responsible for managing data in Excel, handling professional email communication, and preparing documents using Microsoft Word.
- I was responsible for training junior staff and supporting them in understanding and carrying out their tasks effectively.

### AMAFH COMMERCIAL

MAY 2023-MARCH 2024

#### **SALES EXECUTIVE - DIB credit cards and personal loan.**

- Worked as an Executive handling credit card and personal loan products for Dubai Islamic Bank, consistently achieving monthly sales targets.
- Maximized the organization's allocated funding targets through strategic planning and performance optimization.
- Gained cross-functional experience in both DEEM and APPRO Cards departments within the same organization.
- Ensured clients were fully informed of the bank's financial services and offerings to enhance customer satisfaction and retention.
- Conducted regular meetings to track the progress of ongoing projects and align team efforts.
- Promoted cross-selling of bank products to existing clients, increasing overall product penetration and customer value.
- Developed and maintained detailed customer/sales plans to address client needs and identify income-generating opportunities; regularly reviewed customer portfolios to anticipate future requirements and optimize revenue potential.

### BAMBOLIM BEACH RESORT, GOA, INDIA

APRIL 2020-MAY 2020

#### **Hotel Staff**

- Served as part of the hospitality team at Bambolim Beach Resort, supporting front desk operations, guest assistance, and maintaining high standards of customer service.