

Mrs Khawla Ismail  
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#### Personal Profile

An experienced administration officer, I have an ability to deliver a high standard of customer service, ensuring that the customer is satisfied and dealing with customer enquiries in a friendly manner. While working under pressure, I have a professional and pleasant demeanour together with a will to ensure that sales areas are clean, tidy and merchandised. I am a good team player but also have the confidence to prioritise my own workload to achieve targets while upselling company products to maximise turnover. An excellent communicator, I communicate effectively both with my team members and with members of the public. With excellent time management skills, I manage my time well and meet deadlines. I am willing to undertake any training required.

#### Key Skills

- Excellent communication skills.
- Time management skills and able to work to strict deadlines and targets.
- Professional attitude and team player.
- Flexible approach to problem solving.
- Excellent time keeping skills.
- Excellent customer service skills
- Life coaching skills
- Mentoring skills

#### Employment History

Khawla Ismail Coaching

Self Employed

Manchester

2012-Present

- Discussing their situation, values, attitudes and beliefs
- Helping them to set and achieve suitable goals for change
- Looking at ways of overcoming barriers and setbacks
- Helping them stay motivated and committed
- Self-development
- Counselling skills including active listening and a non-judgmental approach
- Knowledge of psychology
- The ability to understand people's reactions
- Customer service skills
- Active listening skills
- Patience and the ability to remain calm in stressful situations
- Sensitivity and understanding
- The ability to accept criticism and work well under pressure
- To be able to carry out basic tasks on a computer or hand-held device
- Typing letters and reports
- Updating computer records
- General admin duties

## Incentive for Administrative Consultants

### Personal Life Coach

Jordan

1994-1996

- Discussing their situation, values, attitudes and beliefs
- Helping them to set and achieve suitable goals for change
- Looking at ways of overcoming barriers and setbacks
- Helping them stay motivated and committed
- Self-development
- Counselling skills including active listening and a non-judgmental approach
- Knowledge of psychology

### Education and Training

#### Al Shamelh Secondary School

- Educated to GCSE standard.

#### Strategic Intervention Centre

- Advanced relationship coaching

#### The Coaching Academy

- Personal life coaching

#### Kent University

- Honorary PHD in social services

#### NLP Excellence

- Neuro Linguistic Programming

#### University Of Jordan

- Economics and Administration Science B.Sc

#### Other Qualification and Achievements

- Tony Robbins course – unleash the power within
- Trafford Women in business
- Marketing and finance course
- Awarded most influential women in business in Egypt

#### Hobbies and Interests

In my spare time I enjoy reading books such as self-development and I also enjoy keeping fit and I also enjoy getting involved in the community.

#### References

Available on request