



Nayab Ahmad

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Work Experience

BlueScope Steel

Jul 2022 – Present

Accounts Coordinator

- Built trust with 10+ state/national accounts, conducting needs analysis to drive revenue growth and improve client satisfaction.
- Streamlined client operations by delivering real-time stock and delivery reports, leading to reduced inventory costs.
- Enhanced team efficiency by training 5+ colleagues in CRM tools, cutting resolution time by 50%.

AIA Australia

Nov 2021 – May 2022

Customer Service Representative

- Resolved 30+ daily inquiries with an average response time of under 5 minutes, improving customer satisfaction.
- Reduced escalations by 25% through implementation of pre-emptive workflows, enhancing team response efficiency.

Education

University of Western Sydney

Completed 2024

Bachelor of Business (Major in Management)