NOORA NAJI

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OPERATIONS AND DATA ANALYSIS SPECIALIST

Dynamic professional with extensive experience in operations coordination, event management, and team leadership within the hospitality and academic sectors. Recently enhanced expertise in data analysis, machine learning, and visualisation, combining operational efficiency with data-driven insights. Adept at streamlining processes, reducing wait times, and mentoring teams to achieve excellence. Eager to leverage analytical skills and leadership capabilities to drive innovation and operational success in a progressive organisation.

PROFESSIONAL EXPERIENCE

Operations Management	Data Analysis & Visualisation	Staff Training & Development
Process Optimisation	Customer Service Excellence	Machine Learning Applications
Event Coordination	Team Leadership	Cross-cultural Communication

- Reduced customer wait times by 55% through workflow improvements and self-service stations.
- Led training for over 50 staff members, significantly decreasing onboarding time and increasing team efficiency.
- Generated over £10,000 in upselling revenue during key events, surpassing targets and enhancing profitability.

PROFESSIONAL EXPERIENCE

Administrator **October 2019 – May 2023**

University of Nottingham – Nottingham, UK

Managed international student documentation and organised community engagement events, ensuring smooth onboarding and cultural integration.

- Streamlined the exchange student onboarding process, ensuring compliance with institutional policies.
- Designed and executed events promoting international student engagement and community building.
- Recognised for meticulous attention to detail, effective communication, and cultural sensitivity.

Concessions Event Coordinator **May 2023 – December 2023**

Delaware North – London, UK

Oversaw logistics and operations during event days, managing team schedules, inventory, and customer service.

- Acted as Deputy Manager, coordinating logistics and team operations during high-volume events.
- Trained and onboarded over 20 new staff members, reducing training time to under two weeks.
- Implemented workflow improvements that decreased customer wait times by 55%, enhancing service efficiency.
- Generated over £10,000 in upselling revenue, contributing to event profitability.

Concessions Business Administrator **January 2024 – April 2025**

Delaware North, Emirates Stadium – London, UK

Supported operational efficiency and customer experience during major sporting events.

- Managed communication channels and documentation, ensuring seamless departmental coordination.
- Maintained 100% accuracy in document processing and data management, supporting back-office efficiency.

Data Analyst Training **January 2024 – June 2024**

Edledge (Online Course) – London, UK

Completed comprehensive training in data analysis, machine learning, and visualisation techniques.

- Conducted exploratory data analysis, pre-processed datasets, and built machine learning models using Python and Excel.
- Developed dashboards and reports with Tableau for stakeholder insights.
- Applied statistical modelling and data mining to solve real-world problems in finance and commerce.

Freelance Assistant Floor Manager **October 2024 – Present**

Constellation (by Compass Group UK & Ireland) – London, UK

Led hospitality teams at major events, delivering high-quality service to large audiences.

- Directed teams at Premier League matches and race days, serving over 1,000 guests per event.
- Reduced service delays by 40% through process improvements and real-time problem solving.
- Mentored over 30 new staff members, enhancing onboarding and team performance.
- Consistently received positive client and VIP feedback, supporting contract renewals.

EDUCATION & CERTIFICATIONS

Bachelor of Business in Economics (1st)

University of Nottingham, Nottingham, UK, 2023

Graduated with first-class honours, specialising in economic analysis and business strategy.

Level 3 Food Hygiene

Certification, Health & Safety Executive, 2023

Level 3 Health and Safety

Certification, Health & Safety Executive, 2023

Level 6 Arabic Translation

Certification, Language Institute, 2023

SKILLS AND ADDITIONAL INFORMATION

Technical Skills

- Python (Pandas, NumPy, Matplotlib)
- Excel, Word
- Tableau
- Data Cleaning
- Machine Learning

- Exploratory Data Analysis (EDA)
- Event Planning
- Staff Training
- Operations/ Hotel Management
- Customer Service