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ZAINAB NASSER ALKANDARY

Public Relations | Customer Engagement

Kuwait | +965 9447 4674 | Zainab_alkandary@hotmail.com

PROFESSIONAL SUMMARY

Bilingual (Arabic–English) communicator who currently works with Universal Study UK, an accredited UK-based education company, helping students apply to UK language institutes and universities, creating bilingual content and guiding applicants one-to-one through every step. Holds a UK civil engineering degree, an Interior Design & Decoration diploma awarded with grade "Excellent", and certified real-estate valuation training delivered by GUST Executive Education with Kuwait Finance House (KFH). Genuine passion for public relations and customer engagement: a patient, adaptable fast learner who stays calm under pressure and enjoys building positive relationships with people from diverse backgrounds.

CORE COMPETENCIES

- Customer Engagement & Client Relations
- Bilingual Communication — Arabic (native) and English (fluent)
- Presentation & Visual Storytelling (3ds Max, AutoCAD, PowerPoint)
- Social Media Communication & Bilingual Content (Instagram)
- Active Listening & Understanding Client Needs
- Teamwork, Collaboration & Interpersonal Skills
- Time Management & Performing Under Pressure
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Adaptability, Patience & Fast Learning

PROFESSIONAL EXPERIENCE

Student Admissions Advisor — Universal Study UK

Accredited UK-based education company | 2024 – Present

- Support students applying to language institutes and universities — Foundation year, Bachelor's, and Master's programs — working with Universal Study UK, an accredited UK-based company.
- Create bilingual Arabic–English content that explains application steps and answers follower questions, building trust with a growing audience of prospective students.
- Advise students one-to-one through the full application journey — from choosing the right program to submitting the application — with clear, patient communication at every step.

Interior Design Projects — High Studies Institute, Kuwait

Diploma Program Portfolio | 2022 – 2023

- Designed and presented a residential salon interior concept in 3ds Max, building the scheme around a pink base palette balanced with white and wood flooring, and communicating the design intent through photorealistic 3D renders.

- Created a clinic interior concept in 3ds Max combining marble flooring with wooden décor for a modern, welcoming atmosphere — translating a client's functional and aesthetic brief into a coherent visual proposal.
- Produced a complete residential plan in AutoCAD, placing furniture layouts to match how the occupants would actually live in the space — an exercise in understanding user needs before proposing solutions.

EDUCATION

Bachelor of Science in Civil Engineering — Second Class Honours (Upper Division)

University of Brighton, United Kingdom | 2021 – 2022

Diploma in Interior Design

High Studies Institute, Kuwait | 2022 – 2023

Master of Science in Building Surveying (coursework)

University of the West of England, Bristol, United Kingdom | 2023 – 2024

CERTIFICATIONS & TRAINING

- Interior Design & Decoration Diploma — Cambridge Training College Britain (Centre: High Studies Institute), Grade: Excellent, Jul 2022 – Apr 2023.
- Baytak Real Estate Valuation Program — Certified Valuer, Level 1 — GUST Executive Education in cooperation with Kuwait Finance House (KFH), Sep 2026.
- Fast Reading (2014) and Quick Learning (2014) courses.

LANGUAGES

- Arabic — Native
- English — Fluent