**Curriculum Vitae**

**ASMA HAJI SHEIKH **

Kuwait Building,

Flat No. 503, Near Muwailah Park,

New Muwailah,

Sharjah, UAE

Phone No: +971-526859605 / +971-582199928
Email Id: asmahajisheikh786@gmail.com

An experienced Quality Mentor with a proven track record and functional skills,
seeking a challenging career in Customer service. My objective is to gain cross-functional expertise in the implementation of teaching strategies using my experience in the same field.

**SUMMARY:**

* 12+ years of experience into Quality, Customer service of which 2+ years of experience in Teaching field.
* Outstanding dedication to customer service and client relations.
* Tactful team player, thrive within group environment.
* Excellent communication skills and a professional maturity gained through extensive interaction with customer and clients.

**EMPLOYMENT HISTORY:**

* Worked with Scholars Indian School (Ras Al Khaima) as a Receptionist cum Seceretary to the Principal from September 2021 till 11th February 2023.
* Worked with **Edubridge Learning PVT. LTD.** as a Trainer for Tata Strive CSR project from December, 2018 to September ,2019. Then joined again as a Freelancer Soft Skills Trainer till date (India / Mumbai).
* Worked with **People Interactive PVT. LTD.** (Shaadi.com) as a Relationship Advisor, since Feb, 14 to June,2016 then again joined in September 2016 till November 2018 (India / Mumbai).
* Worked with Oxford English High School as a Teacher(leave vacancy)-1 year (India / Mumbai).
* Employed with **“Vcustomer PVT LTD”** (an associated of eBay India ltd.) as “Quality Mentor” **for 1 year (India / Mumbai).**
* Previously employed with **Andromeda Marketing Pvt. LTD. (an associate of Vodafone Essar LTD.)** for **3.5 years** as “Quality Coach Analyst” handled a team of 45 executives. Further divided into 4 processes (India / Mumbai).

**ACHIEVEMENTS:**

* Awards certificates from the company for consistently performing in quality and productivity.
* 100% product +100% quality certification.

**ADDITIONAL KRAs:**

* Lead the team under the team leader’s absence.
* Conducted recruitment drives+ interviews for processes across Andromeda.
* Been a soft skills trainer + OJT (on job trainer)

**EDUCATIONAL QUALIFICATIONS:**

* 2019: Completed D. ED from Maharashtra Board.
* 2008: Bachelor of commerce degree under Mumbai University.
* 2004: Class XII (commerce) under Mumbai University from S.N.D.T. College of Arts, Science & Commerce.
* 2002: Class X under Maharashtra board from Holy Cross High school.

**COMPUTER PROFICIENCY:**

* Basic in excel
* Application software: ms-office.

**Extra Curricular:**

* Certified Trainer from Tata Strive (TTT), CSR project.
* Was appointed as the class representative-2 consecutive years at S.N.D.T. College of arts, science & commerce.
* Conducted various clients and training presentations.
* Participation in public speaking, on-stage events and event management.
* Organized and participated in several dramas at school.
* Organized various cultural events at school.

**STRENGTHS:**

* Analytic skills
* Professionalism
* Sincerity
* Dedication
* High learning curve

**INTRESTS:**

* Reading, Traveling, Listening Music.

**Personal Information:**

* Date of birth : 17th September, 1986.
* Linguistics Proficiency : English, Hindi & Marathi.
* Marital status : Married.
* Visa Status : Housewife