

Ayesha Fatima

✉ fatimayeshaz28@gmail.com ☎ 9151116266 📍 Chinhath, Lucknow

EDUCATION

Bachelors of Commerce

Lucknow University

Lucknow, India

Intermediate

Lucknow Public School

Lucknow, India

High School

St. Mary's School

Mirzapur, India

PROFESSIONAL EXPERIENCE

Content Manager

Legalography

Chandigarh, India

- Generated ideas for new content topics based on customer feedback and market research data.
- Edited existing content to ensure accuracy, clarity, readability and consistency with company standards.
- Researched industry trends and topics to create relevant, informative content

Management Intern

Softpro India Computer Technologies Pvt. Ltd.

Lucknow, India

- Conducted recruitment process for new hires, including job postings, interviews and background checks.
- Acted as a liaison between upper level managers and lower level staff when necessary.
- Managed multiple projects while meeting tight deadlines.
- Created content for the Websites developed by Tech, employees.

Customer Relationship Manager

Grandeur IT Innovations Pvt. Ltd. for Urban Plant

Lucknow, India

- Provided accurate information about products and services to customers.
- Conducted regular follow-up calls with customers after resolving their issues.
- Maintained detailed records of customer interactions, transactions and comments for future reference.
- Cultivated strong relationships with customers by providing personalized attention.

SKILLS

- Sales Proficiency
- Effective Communication
- Content Creation
- Research and due diligence
- Customer Service
- Multitasking

CERTIFICATES

- Digital Marketing
- Happy India Healthy India Drive

PROFILE

I'm a graduate with versatile management skills, effective at conflict resolution and communication. Hardworking and reliable with attention to details to manage processes and timelines to accomplish tasks.