

# SYED SALEHA ALI

## CONTACT

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 Bhopal

## EDUCATION

### Master in Arts (English)

2019-2021

### Diploma in Elementary Education

2015-2017

### Bachelor in Business Administration

2012-2015

### Higher secondary - MP Board

2012

### High School - MP Board

2010

## SKILLS

- Skill Teamwork
- Customer relations
- Customer service
- Planning
- Coordination
- Creative thinking
- Communication
- Problem solving

## LANGUAGE

- English
- Hindi
- Arabic

## HOBBIES

- Calligraphy
- Photography
- Gardening
- Creative Art

## PROFILE

Diligent customer service professional accustomed to working independently and collaboratively in direct response to customer care and support requirements. Communicates well with others and maintains accurate records. Decisive problem solver with enthusiastic attitude and desire to please consumers. Meets needs with attention to detail and hardworking approach. Work collaboratively with team members and provide excellent customer service.

## WORK EXPERIENCE

### Tech Mahindra

2022-Present

#### Associate Customer support (cmb process - Flipkart)

- Assisting customers professionally to their incoming inquiries and Providing solutions for customer problems. Explain simply and clearly in response to customer questions and check for customer understanding and acceptance.
- Establish and maintain good rapport with customers by using positive language and anticipating their needs.
- Developing and maintaining customer relationships and Maintaining records of customer interactions.
- Providing overall great customer experience.
- Participate in training opportunities provided by the organization.
- Built a strong working knowledge of the company procedures and protocols

### Little Flower Hr. Sec .School

2016-2022

#### Teacher

- Adapt teaching methods and instructional materials to meet students varying needs and interests.
- Prepare students for later grades by encouraging them to explore learning opportunities and to persevere with challenging tasks.
- Assign and grade class work and homework.
- Confer with parents or guardians, teachers, counselors, and administrators to resolve students' behavioral and academic problems.
- Guide and counsel students with adjustment or academic problems, or special academic interests.
- Observe students' performance, and record relevant data to assess progress.

### Orange Antelopes Pvt. Ltd.

2015-2016

#### Sourcing Specialist

- Work with hiring managers on recruitments.
- Create job descriptions
- Lead the creation of a recruiting and interviewing plan for each open position
- Efficiently and effectively fill open positions
- Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation
- Using Job portals such as naukri , monster, shine, indeed, times job etc to source candidates
- Post openings or posting ads in Job Portals, hiring portals and other social networking sites