**Yasmeen Fatima**

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**Summary**

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge and leverage my learning. Expertise in coordinating different teams and resources to complete objectives. Organized and detail oriented with proactive and hardworking nature.

**Education**

1. **University Degree and Diploma in related subjects**
2. Bachelor’s in commercefrom “Osmania University” with **55**%.
3. Intermediate in C.E.C from Habeeba Junior College with **50**%
4. Secondary School Certificate from Holy Fatima School with **59**%

**Experience**

***Experience in Reverse Chronological Order***

**Customer Service Executive (Key Cube Technologies, Hyderabad - India) Mar’2018 – Mar’2021**

1. Managing a team of representatives offering customer support.
2. Overseeing the customer service process.
3. Resolving customer complaints brought to your attention.
4. Creating policies and procedures.
5. Planning the training and standardization of service delivery.

**HR Administrator (Key Cube Technologies, Hyderabad - India) Apr’2016 – Mar’2018**

1. Organize and maintain personnel records.
2. Update internal databases (e.g. record sick or maternity leave)
3. Prepare HR documents, like employment contracts and new hire guides.
4. Revise company policies.
5. Liaise with external partners, like insurance vendors, and ensure legal compliance.

**HR Administrator (iTek Business Solution, Dubai - UAE) Apr’2015 – Feb’2016**

1. Organize and maintain personnel records.
2. Update internal databases (e.g. record sick or maternity leave)
3. Prepare HR documents, like employment contracts and new hire guides.
4. Revise company policies.
5. Liaise with external partners, like insurance vendors, and ensure legal compliance.

**Front Office In-charge (AVM High School, Hyderabad - India) Jan’2010 – Feb’2015**

1. Visitor reception and front desk management.
2. Admissions management.
3. Record management.
4. Internal and external communication.
5. Public relations and social media marketing.
6. General school administration.

**Other Technical and Soft skills:**

1. Proficient in Accounting and Financial Management
2. Thorough data analysis with MS Excel
3. Sound knowledge in Income Tax
4. Hand on experience with VAT
5. Knowledge in Practical Auditing
6. Microsoft Windows
7. Word 2010
8. Excel 2010
9. Power Point 2010

**Personal Information**

Date of Birth : 24th May 1988.

Permanent Address : 16-9-425/3, Old Malakpet, Hyderabad – 500036.

Marital Status : Married

Nationality : Indian

Gender : Female

Languages Known : English, Hindi, and Urdu.

Personal Interests : Fashion Designing and Sports.

**Declaration**

I, Yasmeen Fatima do hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.