

# IRAM FATIMA

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## EDUCATION

<b>Master's</b>	IGNOU, New Delhi M.A (Hons.) in Political Science	<b>(2023)</b>
<b>Bachelor's</b>	Jawaharlal Nehru University, New Delhi B.A (Hons.) in Russian language and Literature	<b>(2020)</b>
<b>Intermediate</b>	Science (PCM)-RN TIWARI SN IC, Jalaun, U. P	<b>(2017)</b>
<b>High School</b>	Ramshree Public School, Orai, U.P	<b>(2016)</b>

## WORK EXPERIENCE

<b>Customer Service Agent (Product and Technical)</b>	<b>Aug 2022 – Sep 2022</b>
<b>Bumble, London, U.K</b>	<b>Freelance</b>
<ul style="list-style-type: none"><li>Worked on product and technical related queries for Badoo app.</li></ul>	
<b>Language and Technical Support Specialist</b>	<b>May 2021 - June 2022</b>
<b>CSS Corp (Movate), Chennai</b>	<b>Full-Time</b>
<ul style="list-style-type: none"><li>Worked as a Player support agent for Russian players for Activision's CODM (Call of Duty Mobile).</li></ul>	

## ONLINE COURSES AND TRAININGS

- LifeSkills Training Program:** Training Partner- Rubicon Skill Development (*Supported by Barclays, UK*).
- “Excel”** by [Great Learning Academy]
- “Creative Writing Course”** by [Internshala]

## VOLUNTEERING

<b>SUNEETA SUMAN SHIKSHA SANSTHAN, NGO, Orai, UP</b>	<b>Oct 2022- Present</b>
<ul style="list-style-type: none"><li>Teaching underprivileged students from slum areas.</li><li>Organizing different events and activities for students.</li></ul>	
<b>HAMARI PAHCHAN, NGO, New Delhi</b>	<b>Sep-Oct 2022</b>
<ul style="list-style-type: none"><li>Fundraising and spreading awareness regarding menstrual hygiene &amp; period poverty.</li></ul>	

**BSO (Bring Smile Organization), NGO, Orai, UP**

**May-Aug 2017**

Student based NGO

- Fundraising, Event Management and Food Distribution.

### **CO-CURRICULAR ACTIVITIES**

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- Participated as a volunteer in **Kallol (Annual function in JNU)** and Organized Kallol 2018-2019.
- Participated as a NSS Volunteer in International women's day "**Walkathon**" organized by Ministry of Youth Affairs and Sports (2021).
- Participated in International online Russian poetry recitation competition organized by **Center of Russian studies, JNU** (2021).
- Participated as a volunteer in **BVEST-2020** organized by Bharati Vidyapeeth's college of Engineering, New Delhi.

### **SKILLS & QUALITIES**

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- MS Office (Word, Power Point, Intermediate Excel)
- Teamwork, Delegation, Planning & Organization, Emotional Intelligence, Data Representation and Reporting
- Communication Skills, Creative Writing & Research

### **LANGUAGES**

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- English: Fluent
- Hindi: Fluent
- Urdu: Fluent
- Russian: Proficient

### **REFEREES**

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Amul Sathiya Seelan M  
Project Manager  
CSS Corp, Chennai  
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Prof. Ashutosh Anand  
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Center of Russian studies, JNU  
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