

Junna C

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PROFILE

BA English graduate with strong communication and interpersonal skills, seeking a **Telecaller position** where I can use my language proficiency and customer-handling ability to deliver a positive caller experience. One year of teaching experience has strengthened my confidence, clarity, and ability to connect effectively with people.

PROFESSIONAL EXPERIENCE

English Teacher

2019 – 2020

Providence Woman College, Chemmad

- Helped students improve their English fluency, grammar, and confidence in both speaking and writing.
- Designed engaging lessons and activities to make learning interactive and enjoyable.
- Regularly assessed students' progress and provided personal feedback to help them improve.
- Built strong communication and listening skills through daily interaction and guidance—abilities that translate well into customer engagement and telecalling

EDUCATION

Bachelor of Arts in English

2019

Irshadiya college of commerce and social science

Higher Secondary

2016

KMHSS kuttur north

High School

2014

Al Furqan English HSS

SKILLS

- Clear and confident communication in English and Malayalam
- Basic computer knowledge
- Polite phone manners
- Quick learner and adaptable
- Time management and multitasking
- Teamwork and positive attitude
- Problem-solving and patience under pressure

LANGUAGES

English



Malayalam



INTERESTS

Reading news paper | Listening to music and podcasts | Engaging in social activities

COURSES

Spoken English course

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