

TUBA FATIMA

Contact No.: 7017505773

Location: Rampur

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Summary:

My experience in customer support and consulting has equipped me with the ability to navigate diverse challenges and provide optimal solutions. I excel in effective communication, both written and verbal, enabling me to craft compelling responses and provide insightful consultations to customers. My adeptness at identifying customer needs has consistently led to impactful contributions, enhancing the overall satisfaction and success of the organizations I engage with

Experience:

TAKING BREAK HOLIDAYS PVT. LTD.

March 2023-Present

Role: Consultant (Full Time)

Responsibilities:

- ✓ Develop and execute effective strategies to attract potential clients and generate leads.
- ✓ Engage with leads, understand their needs, and employ persuasive techniques to convert them into confirmed bookings.
- ✓ Guide clients through the complete booking process, offering insights and advice for a seamless travel experience.
- ✓ Promptly address customer inquiries through various communication channels to ensure exceptional service.
- ✓ Create personalized travel itineraries aligning with client preferences and budgets.
- ✓ Compile and present reports to upper management, highlighting key metrics and offering data-driven insights.

LAW SEEKHO PVT. LTD.

August 2022-Present

Role: Customer Support Executive (Full Time)

Responsibilities:

- ✓ Responding to customer inquiries via chat in a timely and professional manner.
- ✓ Providing accurate and effective information to customers regarding products or services.
- ✓ Troubleshooting customer issues, identifying and escalating more complex problems to senior staff when necessary.
- ✓ Maintaining a high level of knowledge about the company's products or services to provide relevant information to customers.
- ✓ Recording customer information and interactions in a CRM system or other databases.

THE XPANCE PVT. LTD.

April 2020 - June 2020

Role: Content Writer & Recruiter (Intern)

Responsibilities:

- Sourcing candidates through various channels, such as job boards, social media, and employee referrals.
- Reviewing resumes and applications to identify qualified candidates for open positions.
- Conduct initial phone screens and interviews to evaluate candidates' qualifications and fit for the position and company.
- Conducting research to develop content ideas and identify relevant topics.
- Writing and editing various types of content, such as blog posts, social media posts, website copy, and marketing materials.

AFFNOSYS INDIA PVT. LTD.

July 2020-Aug 2020

Role: Recruiter (Intern)

Responsibilities:

- Developing and implementing effective recruitment strategies to attract qualified candidates.
- Sourcing candidates through various channels, such as job boards, social media, and employee referrals.
- Reviewing resumes and applications to identify qualified candidates for open positions.
- Conducting initial phone screens and interviews to evaluate candidates' qualifications and fit for the position and company.

Certifications:

- **The Fundamentals of Digital Marketing:** Awarded by the Google

Technical Skills:

- **Tools:** MS Excel, MS Powerpoint, MS Word.

Academic Details:

- MSW, Aligarh Muslim University, Aligarh-2023, 72%
- BA, Aligarh Muslim University, Aligarh-2021, 70%
- DMA Sr. Sec. School, Rampur-2016, 69%

Soft Skills:

Team Building | Empathetic | Problem Solving | Interpersonal Skills | Divergent Thinking