

AFSHANA SI

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OBJECTIVE:

To seek an opportunity in an organization that utilizes full of my potential, helps me to meliorate myself substantially and to be a part of a team where I can contribute to the development of the organization with utmost dedication and gumption.

EDUCATION

ANNA UNIVERSITY, SMK FORMA INSTITUTE OF TECHNOLOGY

Bachelors of Engineering (Biomedical Engineering)

GPA - 8.3/10

Graduated First Class

August 2014 - April 2018

VELLAMMAL MATRICULATION HIGHER SECONDARY SCHOOL

Higher Secondary

Percentage : 92.4%

June 2012 - April 2014

SDA MATRICULATION HIGHER SECONDARY SCHOOL

Secondary

Percentage : 93%

June 2012 - April 2014

EXPERIENCE

VALUED EPISTEMICS PRIVATE LIMITED

Facilitator and Analyst Trainee

Chennai, TamilNadu

June, 2018 - October 2018

- Keen analyst with excellence in gathering and understanding requirements of the customers.
- Responsible for communicating the overall process, package and the work flow to the customers.
- Analyzing and understanding data on requirements of universities across the globe.
- Counselling students for selecting the courses that suits best to their profile and career goals
- Collaborate with operations teams and authorized people to deliver the service within fixed deadlines.
- Meeting NPS target every month focusing on customer satisfaction and retention

VALUED EPISTEMICS PRIVATE LIMITED

Facilitator and Analyst

Chennai, TamilNadu

October 2018- Present

- Strong acumen in researching, organizing and counselling students on various courses across the globe.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
- Monitoring the customers process in regular intervals.
- Understanding the skill set of new recruits and scheduling effective training plans
- Helping fellow employees on skills development by deploying learning sections on global countries.
- Monitoring the new recruits on their training and providing feedback on their improvement.
- Identifying new trends and make recommendations on product development
- Evaluating profile of customers and mentoring them the ways to build their profile based on their career aspirations
- Contributing to organizations growth by presenting webinars on profile evaluation and global countries

ACADEMIC PROJECTS:

- The CAN in Cancer - An in-built approach for the diagnosis and treatment of Melanoma.
 - Establishment of Anytime Medicine (ATM) in rural areas for real time applications - An Advancement of Telemedicine.
 - A Real Time Facial Expression Recognition using Image Processing
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SKILLS :

- **Language :** Urdhu (Mother-tongue), Silver- tongued in English and Tamil, Conversant in Hindi
 - **Computer Skills :** DCA, HTML, MS in Office , MySQL (Beginner)
 - **Organization Skills:** Customer relationship management , Purpose driven personality, Goal- oriented , Self-motivated, Multi - tasking, Collaboration and team work, Presentation skills, Research skills, Critical thinking
 - **Leadership Skills :**
 - Highly potential in taking up new initiatives in the team. (June 2018 - Present)
 - Involved in Training New Recruits July 2019
 - Involved in Training Fellow Colleagues Feb 2019
 - Organized symposium “THE MEDZILLA” during college September 2017
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ACHIVEMENTS AND AWARDS

- Awarded as the **“Most Reliable Employee of Fall 2019”** by the management for taking up new initiatives as a trainee for team building
 - Presented a project on “The CAN in CANCER” and bagged second place in the event **‘SOCIAL BUSINESS INCUBATOR’** conducted by VIT in collaboration with British Council.
 - Presented a paper at GLOBAL CONFERENCE held at VIT on the title “The CAN in CANCER”
 - Our mini-project **‘LIDO’** has been telecasted in Makkal TV’s **‘SU’** program.
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REFERENCES

Mr. Ashraf Hassan B.E, MBA.,
Assistant Manager (ACU Operations)
Valued Epistemics
Thoraipakkam, Chennai
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