

Seema Sultana  
Mobile no: +91-9591187290

Email:Seemasultana3348@gmail.com

### Objective's

Looking for challenging career, where there is scope for demonstration, always on a look out for a positive & bigger outlook, Currency are ideas, thrive on Imagination & Passion, Rigorous thinking and boundless curiosity, Sets levels & standards that exceed Expectations, Have fun attitude is everything, Bottom line rises with the Organization,

**A Learner for Life.**

### Qualifications

| Examination         | Discipline | School/College                  | Board/University     | Year |
|---------------------|------------|---------------------------------|----------------------|------|
| Bachelor of Science | BSC        | Maharani's Science College      | University of Mysuru | 2016 |
| 12th standard       | Pcmb       | Sharadavilas PU college Mysuru  | P.U board            | 2013 |
| 10th standard       | SSLC       | Vidyavardaka High school Mysuru | K.S.E.E board        | 2011 |

### Additional Qualification

- **Diploma in Plant tissue Culture.**

### Computer Skills

- **Operating System** : windows 8, windows 10.1
- **Basic Skills** : **Microsoft Office ( Word, Power Point, Excel), Email Communication and Tally.**

### Industrial Experience

Have worked as a as **Senior customer Service executive** for 2 Years and 6 months in "First Source"  
**Joined as Customer Service Executive** for (Admiral Car Insurance). Moved to Sky process (Technical Support)as senior customer service executive .

### Roles::

- Providing customer service
- Selling products or services.

- Undertaking customer research
- Individual Advisor

Promoted as **Senior customer Service executive** for (Sky Process ) Technical .

**Roles and responsibilities:**

- Following various communication scripts when speaking to a calls.
- Managing inbound and/or outbound calls
- Building sustainable customer relationships.
- Up-selling products and services when possible.
- Identifying customer needs, answering questions and providing solutions/alternatives to issues.

**Extracurricular activities**

- Have organized indoor games championship inside the organization with team mates
- Have participated in the social awareness projects by the company.

**Special skills**

- Goal-driven and passionate about work
- Great interpersonal and communication skills.
- Outstanding problem-solving abilities
- Capable of learning fast and implementing the knowledge effectively.
- Hardworking, energetic, and creativity.
- Eager to learn new technologies & willingness to work in any shift.

**Interests**

Singing, Mehndi desiging and cooking etc.....,

**Language's known**

English, Hindi, Kannada And Urdu

**PERSONAL DETAILS**

**Name** : **Seema Sultana**  
**Father's Name** : **Abdulla**  
**Mother's Name** : **Shahida Sultana**  
**Permanent Address** : **#1763 , 1<sup>st</sup> cross, Adam Khan Masjid Road  
K.R mohalla, Mysuru :: 570004**  
**Date Of Birth** : **05-05-1995**  
**GENDER** : **Female**

**Declaration**

I hereby declare that the above-mentioned information is correct up to my knowledge and i bear the responsibility for the correctness of the above-mentioned particulars.

**Place:BANGALORE**

**(Seema Sultana)**

