

KOTHWAL SHAFIYA NOORAIN



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OBJECTIVE:

Intend to build a career with the leading competitive environment which will help me to explore myself and realize my potential in order to scale up my technical as well as functional skills. I would always like to bring out my best when I am involving myself in the healthy competition.

EDUCATIONAL QUALIFICATION:

- **B.C.A** - June 2018 - Islamiah College, Vaniyambadi, Vellore Dist,
- **H S C** - April 2015 – Islamiah School, Vaniyambadi, Vellore Dist.
- **S S L C** - April 2013 - Islamiah School, Vaniyambadi, Vellore Dist.

ACHIEVEMENTS:

- Awarded First prize in techno mania at inter colligate

PERSONAL TRAITS:

- Good team player & creative problem solving skills.
- Hard working and always conscience for quality, cost and efficiency
- Analyzing and Quick learning

SOFTWARE SKILLS:

MS Office & Computer Basic knowledge and HTML

EXPERIENCE:

1 year at CORPBAY BPO services.

DUTIES & RESPONSIBILITIES

- Management and resolve customer complaints
- Process orders, forms, and application
- Route calls to appropriate resources

- Document all call information according to standard operating procedures
- Follow up customer calls where necessary
- Other duties as assigned
- Answer incoming calls and respond to customer's emails

PERSONAL PROFILE :

Date of birth : 11 May 1997

Gender : Female

Nationality : Indian

Passport no: U3177305

Visa Status : Visit Visa Expires on 24th March 2021

Spouse name : Karwatkar Salman Tufail

Works at : Majid al Futtaim(Carrefour) Accountant

Language known : Urdu ,English, Tamil, Hindi

DECLARATION:

I hereby affirm that the information furnished in this resume is true and correct to the best of my knowledge.

Place: Dubai

SHAFIYA NOORAIN