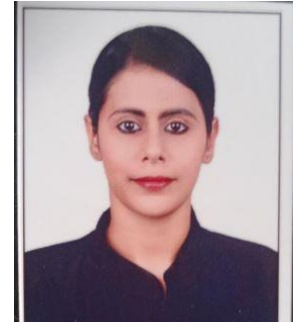


**SANA SHARIQUE KARBARI**

P-/204, Royal Park Society,  
Ajit Glass Garden Road,  
Somani Gram, Jogeshwari (W),  
Mumbai – 400 102.  
Maharashtra, India  
Mob: 7045388599  
Email: [sana.sayyed0216@gmail.com](mailto:sana.sayyed0216@gmail.com)

**CAREER OBJECTIVE**

Looking for a good opportunity where I can give a boost to my career as I am an all-rounder who has worked in different fields and is flexible with the change. I am an opportunist, ambitious and self-motivated individual. Seeking a position where I can boost my knowledge and work skill.

**EDUCATION AND CERTIFICATION**

- |   |   |
|---|---|
| 1. Diploma In International Teaching                                    | Asian College of Teachers July 2020         |
| 2. Successfully Completed the Accor's Specialist Training Program       | Accor hotels<br>August 2011                 |
| 3. Successfully Completed a course of Instruction as a Ground Staff     | Fly High Aviation Academy, January 2011     |
| 4. Successfully Completed Diploma in Office Automation with A+          | St. Angelo's Computer Education, March 2008 |
| 5. Passed three years Degree Course (Bachelor of Arts) with First Class | R. D. National College March 2001           |
| 6. Passed Higher Secondary Certificate Examination with First class     | Patkar Varde College<br>February 2008       |
| 7. Passed Secondary School Certificate Examination with Second class    | St. Louis Convent High School, March 2006   |

## **WORK EXPERIENCE**

### **Products executive**

Taking care of the bookings, preparing Itinerary, issuing vouchers.

### **Akbar Holidays Pvt. Ltd**

March 2011-Sept 2011

### **Assistant Teacher**

- Planning, Preparing and Implementing daily activities, monitoring children's progress

### **Mini Marvels Pre-school**

2018-2019

### **Assistant Teacher (Grade VII)**

- Planning & Preparing lesson plans, implementing activities and monitoring children's progress.

- Preparing topics related to subject, E-Learning & Daily assessment of the students.

### **Dr A.R Undre English High School & Junior College of Commerce**

Dec-2019 to July 2022

### **Subject Teacher**

- Grade 3 – Environmental Studies  
Grade 5, 7, 11-Mathematics & English

### **Customer Service Executive Concentrix**

- Handling customer queries on call
- Providing customer with resolutions and taking cancellation, refund and policies basis)
- Providing customer with new offers, terms and conditions, warranty/guarantee of products.

### **Process Flipkart**

(3 months contract basis)  
July 2022-Sept 2022

### **Customer Service Agent Sitel**

- Taking care of the International payroll services.
- Handling queries and assisting cardholders with their concern.
- Issuing-replacing debit cards, escalating the card holder issues and assisting them in disputes.

### **Process-ADP(U.S.A)**

October2022-Present

### **CORE COMPETENCIES**

- Fluent in English & Hindi & Urdu
- Working knowledge with domestic as well as International clients. Team worker, conflict solving ability to explain difficult things in simple way
- Good in mentoring and ability to connect with clients very well
- Excellent Listener

### **PERSONAL DETAILS**

- Date of Birth : 16<sup>th</sup> October, 1990
- Gender : Female
- Marital Status : Married
- Hobbies : Baking, Reading Books, Traveling to places, Do it yourself hacks.