

## FATHIMA SHAJAHAN

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### OBJECTIVE

A challenging position in a result-oriented company that seeks ambitious and career conscious person, where acquired skills will be utilized towards continued growth and advancement.

### SUMMARY

Providing direct customer care and dealing with business collaborators. Responsible for the company sales team and ensuring they have the tools and resources needed to achieve the goal. Carrying out administrative tasks such as data input, processing information, completing admission procedures, and filing documents.

### WORK EXPERIENCE

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#### **Program consultant**

**Orient Management Consulting and Training LLC** – February 2021- Present

Orient MCT is a leading Training and Management Consulting firm, established by an experienced team of professionals with a passion for technology, coaching and mentoring individuals and organizations.

#### Role:

- Contacting cooperates for Health and Safety Trainings
- Contacting concerned persons of cooperates to create B2B business and making follow-up calls and emails

#### **Business Coordinator**

**RewaQ Ousha Educational Institute, Dubai UAE** - July 2020 – January 2021

RewaQ Ousha Educational Institute is running under RewaQ Ousha Educational & Cultural Centre established in 1992 by Dr. Mouza Ghubash – a famous Emirati Writer and Cultural Activist to provide quality educational services in various specializations such as IT, languages, technical training, management, and leadership training, Medical Coding and other educational programs. RewaQ Ousha Educational Institute provides training programs to individuals, private institutions and bodies, Government Institutions such as Abu Dhabi Police HQ, Dubai Police HQ, Dubai Municipality, UAE armed forces, etc.

#### Role:

- Organizing business promotion campaigns through print media and social media to create new potential leads.
- Assisting the Business Manager to plan offers, discounts, and activities for promoting business and implementing on time.
- Handling of high volume customers and providing high quality services to each.
- Handling and responding to business inquiries in email and forwarding to concerned departments or persons.

- Contacting concerned person of Colleges and Institutions to create B2B business and making follow-up calls and emails.
- Handling face to face inquiries and arranging orientation programs from the concerned department.
- Coordinating collaborating partners and supporting them to develop their business through the institute.
- Coordinating IDP- IELTS training, registration, and conducting exams. Taking feedback from students and analyzing feedback to upgrade our services.

## EDUCATION

- ❖ **BA- ENGLISH** –ST. DOMINIC’S COLLEGE, MAHATHMAGANDHI UNIVERSITY, KERALA, INDIA 2017
- ❖ **CPC PREPARATION PROGRAM- MEDICAL CODING-**TRANCITI SOLUTION (ISO 9001 2015), KERALA, INDIA 2019
- ❖ **MICROSOFT OFFICE-** G TECH COMPUTER EDUCATION, KERALA, INDIA 2019

## PERSONAL DETAILS

- Name : Fathima Shajahan
- Husband’s Name : Firdhouse Ismail
- Nationality : Indian
- Age & Date of Birth : 24 Years, 31<sup>st</sup> July 1996
- Gender : Female
- Language Known : English, Malayalam
- Passport : R0956531, Valid till 11<sup>th</sup> June 2027
- Visa : Husband Visa, Valid till:5<sup>th</sup> January 2024

## REFERENCES

### 1. Dr. Mouza Ghubash

Chair Woman, Rewaq Ousha Educational and Cultural Center, Dubai - UAE  
Tel: +971 502974444, Email: [dr.mouzaghubash@yahoo.com](mailto:dr.mouzaghubash@yahoo.com)

### 2. Thahir Ahammed

Director L&D, Rewaq Ousha Educational Institute, Dubai - UAE  
Mob: +971 562687515, [thahir@rewaqousha.net](mailto:thahir@rewaqousha.net)

## DECLARATION

I, Fathima Shajahan, hereby declare that the details furnished above are accurate to my best knowledge and belief.

Place: Abu Dhabi