

Nadiya Shabir

"To obtain a challenging and rewarding position in a growth-oriented company, where I can utilize my skills and knowledge, and contribute to the success of the organization while continuing to grow and develop as a professional."



nadiyashabir09@gmail.com

+971561752925

Srinagar Kashmir, India

linkedin.com/in/nadiya-shabir-95654b160

WORK EXPERIENCE

Service Delivery Consultant U-NEXT Learning

08/2022 – 04/2023,

Bangalore, India

Achievements/Tasks

- **Handled project of Deloitte**
- Communicating regularly with external & internal customers to understand & meet their needs.
- Generated & analyzed the data & feedback performance reports & developed recommendations to boost productivity
- Maintained good working relationships with co-workers & management

Subject Matter Expert (Freelancer) Cloudbird digital

07/2022 – 03/2023,

Achievements/Tasks

- Translate information into an easier to understand format.
- Provided the Knowledge and expertise in a specific subject

Academic Specialist BYJU'S

12/2021 - 07/2022,

Bangalore, India

Achievements/Tasks

- Conducted online audio/video classes.
- Worked with students to increase knowledge retention and improve study skills.
- Helped students strengthen their understanding of the concepts of Science.
- Counseled on effective study and organization habits.

Client Service Associate Tech Mahindra Ltd, Noida

10/2020 - 10/2021,

Noida, India

Achievements/Tasks

- **Process: Flipkart chat/Voice**
- Build strong relationships with customers through positive attitude and attentive responses.
- Resolved customer inquiries, complaints, and issues providing insightful solutions.
- Provided solutions, recommendations, and replacements with empathy and positive feedback.
- Answered inbound calls to greet and assist customers with various needs and questions.

TECHNICAL SKILLS

One year Diploma in computer applications and multi lingual DTP

Certified Travel Consultant from NSDC

Basic understanding in C, C++, HTML

MS office: Word, Excel and PowerPoint

Worked on Smart assist & Ameyo

Certified Operational management from great learning

Certified Project management from Coursera(Google)

EDUCATION

BSC IT (09/2020)

- Cluster University

HSC PART II (11/2016)

- JKBOSE-Sultan-ul-Arifeen Hr.Secondary School

HSC (11/2014)

- JKBOSE-Sultan-ul-Arifeen Hr.Secondary School

SOFT SKILLS

*Team Coordination

*Ability to Work Independently / Multitasking

*Managing Projects

*Planning and Scheduling

*Time Management

*Advanced Communication skill

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Urdu

Full Professional Proficiency

Kashmiri

Full Professional Proficiency

INTERESTS

Travelling

Photography