

NASIMA SULTANA

Sowparnika Tharangini Apartment, 1st Floor, Flat No. 116, Ittangur, Sarjapura, Bangalore, Karnataka, India – 562125

📞 9864734777 | ✉ nasimasultanaccrtl@gmail.com

Professional Summary

Customer-focused and results-driven professional with over 6 years of comprehensive experience in client servicing, administrative management, and customer care. Adept at enhancing customer satisfaction through effective communication, strategic problem-solving, and a commitment to service excellence. Recognized for fostering lasting relationships, resolving conflicts with empathy, and driving organizational success through proactive engagement and team collaboration.

Core Competencies

- Customer Relationship Management
- Complaint Resolution
- Administrative & Operations Management
- Admissions & Marketing Coordination
- Report Generation & Data Entry
- Microsoft Office & CRM Proficiency
- Multiline Phone Handling
- Effective Team Collaboration

Professional Experience

Administrative Officer

St. Philomena's Central School, Sarjapur, Karnataka | May 2024 – Present

- Managed school accounts, finances, and daily administrative operations.
- Coordinated with publishers for timely academic material procurement.
- Handled parent queries and concerns with professionalism.
- Oversaw admission procedures and transportation logistics.
- Led school marketing initiatives for better outreach and reputation.

Business Advisor

Whiteegles Infra Homes, Sarjapur, Karnataka | Dec 2023 – May 2024

- Managed client engagement through inbound/outbound calls.
- Delivered project presentations and conducted site visits.

- Generated 50+ visits and over 15 qualified leads within 2 months.
- Negotiated and closed real estate deals successfully.

Customer Care Executive

Reliance Telecom Pvt. Ltd., Dhubri, Assam | July 2007 – Nov 2010

- Provided telephonic support to subscribers, resolving issues efficiently.
- Supervised a team, conducted call audits, and provided feedback.
- Assisted with billing, account updates, and service information.
- Enhanced customer loyalty through exceptional service.

Lab Instructor

Manipal Institute of Computer Education, Dhubri, Assam | May 2004 – Aug 2005

- Maintained lab equipment and trained students in basic IT operations.
- Oversaw software installations and monitored internet usage.
- Maintained student logs and attendance records.

Education & Certifications

Bachelor of Arts (B.A.) – Bholanath College, Guwahati University – 2004

- ITIL® 4 Foundation Certified
- Post Graduate Diploma in Computer Application
- Diploma in Information Technology (1 Year)
- Certificate of Proficiency in English
- Proficient in Microsoft Office, Windows XP/2000

Key Strengths & Achievements

- Accomplished communicator and active listener
- Empathetic conflict resolution and mediation skills
- Team motivator with an energetic and honest personality
- Passionate about product knowledge and customer education
- Strong multitasker with excellent organizational abilities

Personal Details

- Date of Birth: 4th January 1984
- Place of Birth: Dhubri, Assam
- Marital Status: Married, Mother of Two
- Current Location: Bangalore, Karnataka