

**Syeda Umme Salma**

To encourage creativity and higher order thinking in a way that increases performance.



#510, Tiger Building  
Al-Nahda, Dubai  
+971521264768

[ummesyeda55@gmail.com](mailto:ummesyeda55@gmail.com)

---

**ACADEMIC PROFILE:**

- S.S.L.C from Peoples' Park Municipal High School, Mysore
- Pre-University from Peoples' Park Collage, Mysore
- Bachelor's in arts from University of Mysore

**EXPERIENCE:****January 2018 to May 2020**

Customer Service Executive  
Hinduja Global Solutions Pvt Ltd, Mysore

**ROLES AND RESPONSIBILITIES:**

- A professional approach in handling calls, as per the process guidelines and provide information about products and services and taking input of issues.
- Understand the basic professional standards and established procedures, policies before taking any action and making decisions.
- Maintaining records and interactions.
- Appropriate and timely follow-ups wherever required.
- Escalate unresolved queries to respective departments for accurate redressal.
- Responsibility for work activities and coordinating efforts.
- Maintaining turnaround time and adhering to the SLA.
- Adhere to attendance and punctuality.
- Interpersonal relationship at work with peers, supervisors and should not have any recorded instance of misconduct.
- Report to the manager and work together with the VAS staff in weekly meetings and maintain VAS activation reports in the excel sheet.

**EXPERIENCE:****June 2010 to June 2017**

Teacher Primary, Middle and High School  
Institute: Excel English Public School, Kanakgiri, India

**ROLES AND RESPONSIBILITIES:**

- Responsible for preparing lesson plans and educating students at all levels.
- Assigning homework, grading tests and documenting progress.
- Encourage curiosity and continued improvement.
- Help set goals for students and work with the class to help them attain these goals.
- Keep an organized and orderly classroom that promotes creativity and learning.
- Create print out instructional material for classroom use.

- Lead daily lesson plans, teaching the intended subject matter, and answering any questions the students may have.
- Keep track of role and ensure students are attending and participating in class.
- Assign work using in-class worksheets, projects, homework, presentations, reports.
- Assess performance by grading work and giving tests.
- Help student's one-on-one who need extra assistance.
- Enforce administration and school-wide policies.
- Set classroom rules and expectations.
- Discipline students (according to school policy) when necessary.
- Participate in teaching training sessions and stay up to date with current teaching methods, practices, and any new knowledge in your field.
- Report to school board committees.
- Set up and lead teacher/parent student-assessment conferences.

#### **PROFESSIONAL SKILLS:**

- Strong interpersonal skills, adaptive, willingness to explore.
- Excellent written and verbal communication skills.
- Quick learner and positive thinking.
- Leadership and Time management skills.
- Strong organizational skills.
- Passion for learning and sharing knowledge with others.

#### **AWARDS:**

🏆 Honored with The Best Teacher Award 2017

#### **TECHNICAL SKILLS:**

- ✓ MS Office Suite: MS Word, MS Excel, and Power Point
- ✓ Typing skills: 37 Wpm

#### **Languages:**

- ✓ English | Hindi | Urdu - Speak - Read - Write

#### **PERSONAL INFORMATION:**

Date of Birth : 19<sup>th</sup> July, 1984  
 Nationality : Indian  
 Passport number: U4102764  
 Visa Type : Visit Long-term 90 days  
 Entered UAE : 26<sup>th</sup> October, 2020  
 Expire Visit Visa : 23<sup>rd</sup> January, 2021  
 Marital Status : Married  
 Hobbies : Shopping, Playing shuttle, watching movies, travelling and listening to music

#### **Declaration:**

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Place: Dubai

(Syeda Umme Salma)