



badhrulayesha@gmail.com



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The Center Residence,, DEIRA,  
UAE 25570

## EDUCATION

Bachelor of Engineering:  
Engineering  
**Francis Xavier Engineering  
College**, Tirunelveli,  
Tamilnadu, India, July 2015 -  
March 2019

## LANGUAGES

**English**

Fluent

**Tamil**

Native

## PERSONAL DETAILS

**Date of Birth / Age:** 20-Jul-  
1998

**Nationality:** Indian

**Marital Status:** Single

**Visa Status:** Employment Visa

**Gender:** Female

**Passport:** U5720941

# BADHRUL AYESHA

## PROFESSIONAL SUMMARY

Talented securities professional with record of accomplishment in outpacing client financial expectations and maximising returns. Excels at maintaining strong portfolios and capitalising on market conditions. Attentive in client relations and decisive in making and updating recommendations. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion.

## WORK HISTORY

April 2023 - Current

**Rightmove LLC - Stock broker**, Dubai, UAE

- Planned evidence-based strategies to manage transactional risk.
- Organised financial transactions to help customers raise capital.
- Created detailed financial plans and investment portfolios.
- Protected client interests, researching all possibilities for positive outcomes.
- Advised on investment decisions and business deal terms from financial perspective.
- Managed over more than 300 calls per day and talk time 2 hrs as average and increased sales by 10%

October 2022 - March 2023

**Sitel India - Customer executive**, Chennai, India

- Warmly greeted customers with positive telephone etiquette, asking well-rounded questions to identify issues.
- Exceeded targets by delivering comprehensive and consistent service.
- Advised management of customer service trends, creating proactive strategies to maintain best practices.
- Handled live chat queries within strict time frame targets.
- Managed over 100 chats per day and used to do overtime as per company needs and increased result by 10%

June 2019 - March 2021

**Sutherland global services - Customer Service Representative**, Chennai, India

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Employed active listening and product expertise to successfully resolve inbound queries.
- Managed over 100 chats sometimes inbound calls as per need, increased performance by 10% and got best performer on floor.

- Assisted customers with product complaints, logging issues for investigation and providing replacement items.
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## **SKILLS**

- Leadership
- Mobile Application Development qualified @IBM
- Public relations
- Customer-focused
- Team building
- Marketing
- Problem-solving
- Communication skills