**Gulfjobseeker.com CV No:** **1315896**

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**OBJECTIVE**:

To work in a team of professionals and excel among them with the objective of

providing outstanding performance, thus having a mutually rewarding

association.

**SUMMARY**:

* 10 + years of work experience
* Experience in writing and editing high-quality documents/Web content
* Exposure to handle a small team
* Self-motivator and quick learner
* Strong organizational and communication skills – both written and verbal

**PROFESSIONAL EXPERIENCE:**

1. Worked as a **Primary Teacher** for **The Kids Elementary School, New Delhi, India** from July to August 2013

**Roles & Responsibilities:**

* Enthusiastically meeting the needs of primary age children
* Encouraging, teaching and motivating them with teaching aids
* Positive contribution to all aspects of school life

1. Worked as a **Freelance** **Content Writer** for **Innodata Isogen Pvt. Ltd.** and **Language Editor** for **SPi Global Technologies Inc., India** from January 2010 to December 2012
2. **Emirates NBD Bank, Dubai**

Worked as a **Recovery Executive** from August 2008 to May 2009

**Roles & Responsibilities:**

* Making final settlements for closing credit cards with default customers
* Calling customers for due payments on credit cards
* Filing of police cases against defaulters
* Updating details on Credit Card Database
* Meeting walk-in customers in person
* Arranging field visits for collection of money
* Ensuring that resolution targets are met weekly and monthly

1. **American Express Middle East B.S.C., Dubai**

Worked as a **Collection Officer** from January 2007 to August 2008

**Roles & Responsibilities:**

* Calling customers for due payments on credit cards
* Updating details on Credit Card Database
* Meeting walk-in customers in person
* To maintain higher money collection to reduce backflows and meet flow rate targets
* To ensure that timely escalation of fraud customer and skip customer happen to higher management for further follow up
* Processing requests from customers for cancellation of cards and increase of credit limit

1. **General Enterprises Co. (GECO), Dubai**

Worked as an **Admin Assistant** from October 2006 to January 2007

**Roles & Responsibilities:**

* Performing customer services and reception
* Creating official letters, e-mails, appointments and schedule meetings
* Attending incoming and outgoing calls
* Maintenance of files
* Follow up with airway bills
* Booking of flights

1. **Innodata Isogen Pvt. Ltd., India**

Worked as a **Senior Content Writer & Editor** from November 2002 to May 2006

**Roles & Responsibilities:**

* Content Writing/Proofreading/Editing of international publications ranging from medical to tourism et al. and making their abstracts as well as indexing them (providing keywords) for the U.S.-based client, EBSCO Publishing
* Online translation of articles of different languages and making abstracts
* Research various Indian and U.S. cars and writing their reviews
* Compare the features of different cars and write their description

**EDUCATIONAL QUALIFICATION:**

* B.Ed. MDU, Rohtak, India 07/2014
* B.Com Delhi University, India 04/2002
* A.I.S.S.C.E. C.B.S.E. 07/1999
* A.I.S.S.E. C.B.S.E. 07/1997

**COMPUTER SKILLS:**

* Operating Systems : Windows XP Versions/ DOS
* MS Office : Microsoft Word, PowerPoint, Paint, Excel, Outlook
* Applications : Vision Plus, Teraconsole, HTML, QuarkExpress
* Photoshop

**TRAINING:**

* Teacher training for 15 days from **Kulachi Hansraj Model School**, **New Delhi, India** in August 2014

**SKILLS & ACHIEVEMENTS:**

* A self-starter with the ability to work independently
* Belief in self-potential and hard working
* Ability to multitask, plan and implement programs
* Positive ‘Can-Do’ attitude
* Publication of articles in the newspaper “**Gulf News**”

**PERSONAL DETAILS:**

Marital Status : Married

Nationality : Indian

Languages : English and Hindi

Date of Birth : 24th July, 1980

Interests & activities : Reading, writing and listening music