Curriculum Vitae

**Ayesha**

**Ayesha.237313@2freemail.com**

**CAREER OBJECTIVE**

To seek a position that provides me an opportunity to utilize my skills and abilities in the field of Designing and IT services. This should enable me to interact with people, develop a professional outlook and offer professional growth while being resourceful, innovative and flexible.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** |  **EXAMINATION** | **UNIVERSITY/BOARD** | **YEAR** |
| 1. | **Electronics & Communication Engineering (B.Tech)** |  **JNTUA, Anantapur** | **2012** |
| 2. | **Intermediate** | **Board of Intermediate Education, A.P** | **2008** |
| 3. | **School of Primary** | **Board of Secondary**, A.P | **2006** |

**PROFESSIONAL EXPERIENCE**

**SuperSeva Services Pvt Ltd (Vender Of IBM)**

**Duration:** Jan 2014 to Feb 2015

**Role:** Graphic Designer

**Responsibilities:**

* Developing concepts and artwork, creating graphic design solutions from concept through to completion. Responsible for developing and creating both digital and print design for a range of print and online campaigns, publications and advertising.
* Expert knowledge of important design software like Coral Draw, Photoshop, Illustrator, Flash, Dreamweaver, etc.
* Creative abilities to come up with exceptional concept and promotional ideas.
* Experience in designing logos, corporate identity, advertisements, sales collaterals, catalogs, client presentations, newsletters, etc.
* Designing pitches, presentations for the sales teams and E-mailers to promote their Events.
* Keeping up to date with new software, post-production techniques & industry trends.
* Demonstrating concepts and designs to the clients.
* Understanding the need and developing a concept that matches the requirements.
* Think creatively and use innovative ideas to come up with new concepts and designs.
* Presenting the finalized work to the clients and take their feedbacks.
* Providing graphical support for Blogs, websites and social media.

**ALBERG SOFTWARE Pvt. Ltd**.

**Duration:** Nov 2012 to Jan 2014

**Role:** Service desk Executive

**Responsibilities:**

* Logging tickets in BMC Remedy tool
* Following up with all the pending tickets and closing them in a timely manner to achieve SLA targets
* As a call coordinator being a single point of contact for all Emails, Phone and walk-in users
* Optimized the Helpdesk response system and restore employee relations
* Diagnosis of desktop, application, networking and infrastructure issues and assigning calls to related team
* Resetting user’s AD passwords and unlocking accounts
* Monitoring service desk mailbox
* Escalating the VIP user’s calls to management
* Preparing reports of the team’s performance

**OTHER ACTIVITES**

* Diploma in MS-Office.
* 6 months of Course in Web Designing, HTML.

**STRENGTHS**

* Adapting to the changing environments and techniques.
* Good Listener.
* Willing To Learn New Things.
* Leadership Qualities.
* Self Confidence, Good communication skills.
* Keen to work and well aware towards responsibilities.
* Excellent team player and ability to work in groups to complete a desired task.

**PERSONAL PROFILE**

Born on : 17th July, 1991

Gender : Female

Nationality : Indian

Languages Known : English, Hindi, and Telugu

Marital Status : Single

**DECLARATION**

I hereby do solemnly affirm that details furnished here are true to best of my knowledge and belief. For any discrepancies found, I should be fully responsible.