**HAZEL**

[**Hazel.366904@2freemail.com**](mailto:Hazel.366904@2freemail.com)



**Career Objective:** To gain a position where my education, skills and experience in management and training can be highly utilized to make a notable contribution towards the growth of the organization.

**Professional strengths:**

* Outstanding communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Familiar with basic operating systems like Microsoft Office and the Internet
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame
* Multi tasking skills and ability to work under pressure

**Educational Qualification:**

* **Master of Arts** in English Language & Literature from Andhra University in 2008
* **Bachelor of Arts** from Andhra University in 2004

**Professional Experience:**

**School Assistant (Administration)**

St. Aloysius Anglo-Indian High School (2016 to 2017)

St. Mary’s High School (2011 to 2015)

* Handling administrative duties of the school and supervising staff
* Analyze the applications of prospective students based on standard admission policies.
* Handling relations with local agencies, parents, and other schools
* Handle telephone and email enquiries from prospective students, their parents, teachers and advisers independently and in a timely and professional manner
* Planning and implementing student programs and developing their skills.
* Handling complaints of staff, parents, and students effectively.
* Sound managerial and decision-making skills.

**Communication/ Soft Skills Trainer**

Sun Institute of Technology and Management (2008 to 2010)

* Facilitated Communication Training for Business Management and Hotel Management students according to specific requirements of the organization
* Designed and established training material.
* Attended consultation meetings with clients to target their training need.
* Taught soft skills (interviewing, communication, job application completion)
* Assisted trainees in finding suitable internships.
* Implement training programs quickly, efficiently and with limited resources.

**Customer Service Executive**

HSBC (HDPI) (2006 to 2008) Banking and Credit Cards for U.S and Middle East Processes.

* An unwavering commitment to customer service with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
* Ensured that all the requests, queries and complaints of customers were responded to in a timely and professional manner.
* Responsible for proper scrutiny and recording of the complaints received from customers.
* Assisted in call monitoring.
* Assisted in training new recruits.

**Personal Details:**

Name : Hazel Mary Irwin

Date of Birth : 21/06/1979

Marital Status : Married

Nationality : Indian

Religion : Christian

Languages known : English, Hindi

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