**CURRICULUM VITAE**

**PERSONAL DETAILS**

**Name: Shirley**

**Date of Birth:** 1st Sept 1991  
  
**Marital Status:** Single  
  
**Nationality:** Indian  
**Contact :** 0504753686  
  
**E-Mail :** [Shirley-399495@2freemail.com](mailto:Shirley-399495@2freemail.com)

**EDUCATIONAL QUALIFICATION**

**Master of Commerce – Part 2 (2015)**From St Andrew’s college, Maharashtra State Board

**Bachelor of Education (2015)**From - Irene Institute of Education, Maharashtra State Board

**Master of Commerce - Part 1 (2014)**From - St Andrew’s College, Maharashtra State Board  
 **Bachelor of Commerce (2012)**  
From – Rizvi College, Maharashtra State Board  
  
**Home Science Course (2008)**From – Nirmala Niwas, Chuim Community Centre  
 **Higher Secondary Certificate (2005)**  
From - Rizvi College, Maharashtra State Board   
 **Secondary School Certificate (2003)**From - St. Elias High School, Maharashtra State Board

**COMPUTER KNOWLEDGE**

Diploma in Office Automation.

**SOCIAL ACTIVITIES**  
Conducting study classes at Chuim Community Centre for children who belong to economically backward class and need additional help in their studies.  
Conducting catechism classes every Sunday at St. Vincent De Paul Church  
  
**WORK EXPERIENCE**

**Organization: (India)  
Duration: 26th May 2017 – 29th February 2020  
Position: Senior Associate Community  
  
Duties & Responsibilities**

* Handling customer queries and complaints regarding Star TV Network of channels over the phone.
* Drafting professional emails based on the queries/complaints of the viewers.
* Handling social CRM of Star TV Network.
* Preparing daily reports and sending the same to the supervisors on daily basis
* Proving business training and on the job training to the new joiners.

**Organization: Dubai Scholars Private School (UAE) (ICSE Board)  
Duration: 21st August 2016 – 12th January 2017  
Position: Teacher  
  
Duties & Responsibilities**

* Teaching Mathematics, English, Science, and Humanities to Students of year 2

**Organization: Bombay Scottish School , Mahim (India) (ICSE Board)  
Duration: 28th September 2015 – 5th May 2016  
Position: Substitute Teacher  
  
Duties & Responsibilities**

* Teaching English, Mathematics, Science, Social Studies and Computers to Students of classes 5 and 6
* Teaching Business Studies and Economics to students of class 11   
  Teaching computers to the students of classes 1 and 2
* Preparing Report cards, weekly performance update sheets and maintaining the daily attendance database of the secondary section

**Organization: St Xavier’s High School, Marine lines (India) (SSC Board)  
Duration: 5th January 2015 – 10th April 2015  
Position: Teacher  
  
Duties & Responsibilities**

* Teaching Mathematics, Science and Marathi to the students of class 7, 8 and 9
* Preparing notes for the students and conducting class tests
* Teaching all the subjects (English, Mathematics, Science, History, Geography, Marathi, Craft and drawing) to the students of class 1

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