



## **Nema**

### **English Language – IELTS – Soft Skills Trainer**

A conscientious person who works hard and pays attention to detail. I'm flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm. I'm keen to work for a company with a great reputation and high profile company utilizing my expertise in training over 200 plus batches of IELTS/TOEFL & GRE (Elementum and Verbal)

### **Educational Qualifications:**

Master of Business Administration – HBA College, Hyderabad.  
B.Sc. Microbiology – Osmania University  
Dip in Interior Design – Exterior-Interior, Hyderabad

### **Professional Certifications:**

Certified ELP Trainer  
Certified IELTS Trainer  
Certified TOEFL Trainer  
Certified ITIL V3 Foundation level  
Certified Lotus Professional (Application Development - Lotus Corp, U.S.A)  
Certified Solution Developer (Application Development - Lotus Corp, U.S.A.)

### **Professional Skills**

**Princeton Academy:** (May 2016-till date) working as specialized trainer for **IELTS/TOEFL & GRE** (Elementum and Verbal). Trained more than thousands of students and handled more than **200 plus batches** with a success rate of 95% aggregate.

**Mphasis Technologies– Senior Technical Engineer** (Oct 2014- Jan 2016) worked with National Service Desk (NSD) team.  
-Supported customers in technical aspects of customized application.

**Dell International Service Private Limited,** Hyderabad, from Dec 2010 Aug 2011.  
-Worked as Technical Support Expert and my responsibilities are during this tenure are Providing 1<sup>st</sup> line support to the entire Dell customer of USA region.  
-Providing technical support related to hardware of Dell Laptops/Desktops & printers.  
-Voice support for printer configurations.  
-Application support through remote assistance.  
-Installation of PC tune-up software to the customer.  
-Handling all business requirements of peripherals.  
-Done various installation of OS, MS-Office, anti-virus etc.

**IBM India Pvt. Limited** –Hyderabad, India. **Senior Technical Support Executive** –Dec 2007 –Nov 2008

- Provided technology support to US based company with 15,000 employees.
- Excellent customer satisfaction results.
- Provided hardware support to Laptops, Desktop, tablet, Printers, Scanners and PDAs.
- Provided software support including MS office suite, Adobe Applications and several other applications including the customized version of Windows OS. - Provided network support to LAN, WAN, Broadband, Wireless / Wi-Fi, 3G.
- Establish and maintain Service Level Commitments that will ensure an appropriate response to all calls logged with the helpdesk, by monitoring support calls, analyzing feedback, ensuring that support staff follow established support procedures and have the necessary technical and personal skills to maintain effective communication with customers.

**H S B C Private Limited** - Hyderabad, India.as **Senior Customer Support Executive** - Mar 2004 -Jan 2007.

- Worked for household department (USA & UK process) largest department where need to make calls to customers regarding outstanding dues, emails for collection.
- Handled highest percentage of calls with cent percent quality in the team.
- Tracking calls and record the same and input the data to evaluate the customer relation by the team members.
- Process loans and mortgages in collaboration with UK local branches.

**AGEIS BPO SERVICES LIMITED,** (Formerly Swift Response Pvt. Ltd) - Hyderabad, India as **Customer Service Associate** (Nov 2002 -Feb 2004)

- Contact customers and resolve their queries.
- Providing solutions to customer via web based logins, emails and phone calls.
- Preparation of daily report and submit to the manager.
- Preparing of self-evaluation chart to monitor the improvements and identify areas of improvements.
- Make internal audit on a 360 degree process for appraisals.

### **Workshops attended:**

ELP training from Cambridge University.  
Voice and Accent Training certification from  
Next Vista OS Training attended through IBM,  
Personality development program certified by Vivekananda Institute for Human  
Excellence

## **Courses Persuing :**

Soft skills Training & Image Style and Wardrobe Management from Image Consulting Business Institute ( ICBI ).

Course divided into 4 Modules

### **MODULE I: Soft Skills Training**

Certification By: **SQA Accredited Soft Skills Certification – United Kingdom**

**CONTENT:** Leadership Skills, Effective Team Management and Motivational Skills, Transactional Analysis, Interpersonal Skills, Goal Setting, Negotiation Skills, Emotional Intelligence and Empathy, Customer Service Ready, Sales Ready, Managing Conflicts, Vocal and Verbal Communication, Interview Skills, Body Language, Etiquette Ready, Art and Science of Creating a First Impression.

### **Module II: Train The Trainer ( TTT )**

Certification By: **NABET Accredited TTT Quality Council of India**

**Content:** Public Speaking and Presentation Skills, Training and Delivery Skills, TA in Training, Goal Setting Time Management, Delegation and Team Work During the Training, Writing Content Objectives and Outcome and Training Need Analysis.

### **Module III: Image Consulting**

Certification By: **Image Consulting Business Institute ( ICBI ).**

**Content:** Mock Image Scope and Life Style Clinic, Mock Fit and Fashion Clinic, Mock Color Evaluation, Mock Personal Style Evaluation and Cluster Clinic.

### **Module IV: Image Style and Wardrobe Management**

Certification By: **Conselle School of Image Management and ICBI co-branded Certificate in Image Consulting**

**Content:** Clothes Power, Art in Everyday Dress, Line, Shape, Color, Texture and Pattern, Makeup Grooming and Personal Hygiene, Face Shape Evaluation and Impact on Makeup and Accessories, Personal Style, Concepts and Avenues of Styling, Styling Project, Cluster your Clothes, Wardrobe Evaluation, Closet Organization and Smart Shopping, Body Language, Etiquette Ready, Public Speaking and Presentation Skills, Training and Delivery Skills Including TNA.

<b>Nationality</b>	<b>: Indian</b>
<b>Date of Birth</b>	<b>: 7-March-1972</b>
<b>Marital Status</b>	<b>: Married</b>
<b>Email Address</b>	<b>: <a href="mailto:sangeeta-403505@arabianjobseeker.com">sangeeta-403505@arabianjobseeker.com</a></b>
<b>Mobile</b>	<b>: 0504753686 / +919979971283</b>

**Candidate available for immediate joining**

**Cost of Visa & Ticket to be paid by Employer**

**To arrange interview free of cost, please contact us**



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