# Nadia Khursheed

Contact



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Orville Building, Al Karama



Matriculation (2010--2012) **Board of Intermediate secondary Education Faisalabad** 

I.C.S

(2012--2014)

B.S Hons. In mathematics (2016-2021)

**Government College University** Faisalabad, Pakistan

Key Skills





Communication •••••

Problem Solving

Sales • • • • •

Tele-Calling

Typing speed ••••

## **Hobbies**

- Reading
- **Travelling**



# Profile

Dedicated professional with a versatile background, combining two years of expertise in customer service and telesales with a strong foundation in mathematics. Eager to leverage my interpersonal and analytical skills to excel in a role that values problemsolving, communication, and customer-focused solutions. Seeking an opportunity that allows me to apply my diverse skill set and makes a meaningful contribution while my professional development. I look forward to discussing how I can contribute to your organization's success.

# **Professional Profile**

# 1. Teacher of Mathematics – The Great Study Zone (Oct 2016—dec 2020)

I have a bachelor's degree in mathematics education and a master teacher. I am passionate about making mathematics engaging and accessible for all students, regardless of their background or ability level.

Developing and implementing a differentiated curriculum that meets the diverse needs and interests of my students, using various strategies such as manipulative, games, puzzles, and technology and real-world applications.

Assessing student learning and providing timely and constructive feedback, using both formative and summative methods such as quizzes, tests, portfolios, rubrics and selfassessments.

### 2. Customer care & Tele-Sales –Facts & Future (Feb 2021—Jun 2023)

Handling customer inquiries, complaints, feedback and suggestions through various channels such as phone, email, chat, and social media and in- person. Having experience of customer service software and tools to manage customer interactions, track issues, record data and measure performance. Greeted visitors and helped them either find the appropriate person or schedule an appointment.

Recorded, transcribed, and distributed minutes of meetings

#### 3. Tele Caller—Allianz Marketing LLC (July 2023 –Oct 2023)

Conducted daily outbound calls to potential forex traders and investors, promoting our brokerage services and forex trading platforms.

Provided information on forex market trends, currency pairs, and trading strategies, catering to client inquiries and offering personalized guidance.

Assisted in opening and verifying trading accounts, guiding clients through the account setup process, and ensuring compliance with regulatory requirements.

Engaged in follow-up calls to maintain and strengthen relationships with existing clients, addressing their concerns and offering account support.

Utilized customer relationship management (CRM) tools to track client interactions and update their profiles, ensuring accurate and up-to-date records.

Complied with all industry regulations and best practices to maintain the highest standards of integrity and professionalism in client interactions.