



Massarath Unnisa Begum

A meticulous and motivated individual with 6+ years of experience in Customer Service, Teaching field working in global multinational companies. Conscientious professional with experience solving problems creatively and using tact and diplomacy to achieve win-win outcomes. Team player comfortable in competitive, fast-paced environments.

Experience

Customer Service Agent

The Emirates Group | Dubai, UAE
2017 - 2020

- Involved in processing tickets, checking baggage and tracking carry-on baggage for size and quantity, gathered baggage fees at gate and assigned seats.
- Recruited and imparted training to workforce in job duties, safety procedures and company policies.
- Assured seamless operation of computer systems, equipment and machinery, and scheduled for maintenance and repair work.

Teacher

Stamford Grammar High School | Hyderabad, India
2013 - 2017

- Designed and implemented assessments to measure student progress in English language learning.
- Prepared and implemented lesson plans covering required course topics.
- Collaborated with other teachers to support struggling students and provide thorough help to rectify comprehension issues.
- Utilised multimedia strategies and technology to convey information in creative ways.
- Supported student skill development in alignment with personal and academic goals.
- Supported students in development of skills and strategies to become independent and successful learners.

Details

Phone +971543475280
Email masrathkhan05@gmail.com
Date of Birth 05th December 1992
Passport No. P3037185
Citizenship Indian
Address Al Nahda, Dubai, UAE

Education

- PG Diploma in Pre Primary and Primary Teacher Training - 2023
- Bachelor of Arts - 2013

Skills

- Communication
- Attentiveness
- Language Proficiency
- Creative Problem Solving
- Empathy & Composure
- Computer Literacy
- Flexibility

Languages Known

- English (IELTS Band - 7)
- Hindi
- Urdu