



# Zenab Ayyub

Near Burjuman Mall, Dubai

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## Objective

To utilize my experience and skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

## Experience

- HILTI India Pvt. Ltd.** June 2023 - July 2024  
Customer service representative  
Support sales team in creating quotation, order entry and general inquiries via mail.  
Responsible for sustaining and continuing knowledge of existing and new products.  
Conversion of prospect customers into buying customers.
- Adda247** October 2021 - May 2023  
Senior Executive (Support department)  
Handling of mails.  
Solved queries of the customers/students regarding courses via mails.  
Provide quality service with 60-70 mails per day.
- East West Public School** August 2019 - September 2021  
Teacher  
Maintain professionalism in behavior, language with staff and students.  
Planning and preparing the lessons.  
Management of the class as a class teacher.

## Education

- Aligarh Muslim University** 2024  
Masters of Commerce
- Mahatma Jyotiba Phule Rohilkhand University** 2021  
Bachelor of Education
- Mohammad Ali Jauhar University** 2019  
Bachelor of Commerce (Hons.)
- St. Mary's senior secondary school** 2016  
Intermediate
- St. Mary's senior secondary school** 2014  
High school

## Skills

- Writing, communication and interpersonal skills.
- Empathetic and understanding approach.
- Time management and problem solving.
- Strong time management and adaptability.
- Patient and composed under pressure.

## Achievements & Awards

- Subject topper in Class 12th
- Certificate of Recognition in achieving Company's SLA

### Interests

- Travelling
- Watching movies and series
- Quality time with friends

### Languages

- English
- Hindi
- Urdu

### Additional Information

- DOB – 28/12/1998.
- Nationality – Indian
- Marital Status – Single
- Visa Type - Visit Visa.

### Declaration

- I hereby declare that the above information provided in this CV is true and accurate to the best of my knowledge.



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