

NIDA AMBREEN A

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PROFESSIONAL SUMMARY

Dedicated professional with 4 years of experience, including 2 years as a Customer service representative and 2 years as an Educator. Proven ability to resolve complex customer issues efficiently while maintaining a positive customer experience combined with a passion for teaching, curriculum development, and student engagement.

PROFESSIONAL EXPERIENCE

School Teacher

Trillium Public School, Bangalore

April 2023 – April 2025

- Collaborated with Montessori educators to support children's development.
- Organized classroom environments to promote child-centered, hands-on learning.
- Provided age-appropriate learning materials fostering independence and exploration.
- Observed and documented children's progress and developmental milestones.
- Conducted parent-teacher conferences for child progress discussions.

Customer service representative

Accenture Solutions Pvt Ltd – Bangalore

Royal and Sun Alliance (UK) Motor insurance

2018 – October 2020

- Handle inbound customer calls professionally, ensuring a high standard of service.
- Respond to customer inquiries via phone, email, live chat or social media.
- Collaboration with other internal departments to provide excellent customer service.
- Proficient in using standard office software and familiarity with salesforce CRM, AIS, Duckcreek and Respond tool.
- Stay up to date on product knowledge, service features and company policies to ensure accurate and

timely information is provided to customers.

- Resolve customer complaints efficiently , striving to enhance customer satisfaction. - Strong problem-solving skills, able to handle challenging situations calmly and professionally. - Resolve customer complaints with a solution-oriented approach.
- Process orders, returns, and service requests accurately.

SKILLS

- Live chat and email management tools.
- Performance Evaluation & Coaching
- Classroom & Curriculum Management
- Strong Communication & Presentation Skills
- Team Collaboration & Multitasking
- Proficient in MS Word, MS Excel, MS PowerPoint
- Adaptability to New Processes & Technologies

EDUCATION

- Bachelor of Commerce – Mount Carmel College
(68.32%)
- XII – Mount Carmel College, PUC Karnataka
(83.16%)
- X – Gulabi High School, Karnataka Secondary Education Board (83.63%)

CERTIFICATIONS & ACHIEVEMENTS

- National Level Award in Science Talent Exam (10th Standard)
- Multiple "Ignite Awards" for Outstanding Performance -
Volunteered for "Jagriti Yatra" during college
- Certified for Organizing College Fests

PERSONAL DETAILS

- Date of Birth: 13-May-1997
- Languages: English, Hindi, Kannada, Urdu