

SUMBUL FATMA



Contact Me

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Address:

451/1/25, Jafaria Colony
Muftiganj, Thakurganj,
Lucknow, 226003

Date of Birth:

19/Jul/1996

Soft Skills

- Honesty
- Problem Solving
- Time Management
- Positive Attitude

Hard Skills

- Tally With GST
- Computer Skills
- Microsoft Office
- Typing Speed 30 WPM

Languages

- English
- Hindi

Interest

- Reading
- Singing

Summary

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Education

High School from UP BOARD in 2012

Intermediate from ISC Board in 2014

B.com from University of Lucknow

M.com from University of Lucknow

Additional Qualification

Qualified C.S Foundation

Certified Tally with GST

Experience

Work as HR recruiter in JobsThinker Consultancy from July 1, 2022 to till date

Responsibilities:

- Design and update job description
- Source potential candidate from various online channels
- Craft recruiting emails to attract passive candidates
- Screen incoming resumes and application forms
- Provide shortlists of qualified candidates to hiring manager

Work as Customer Support Executive in Edugorilla Community from April 4, 2022 to May 14, 2022

Responsibilities:

- Answer incoming customer calls regarding billing issue, product problem, service question and general client concerns
 - Responsible for maintaining a high level of professionalism with clients and working to establish a positive report with every caller
 - Update customer information in the customer service database during and after each call
 - Work with the management team to stay update on product knowledge and be informed of any changes in company policies
 - Impact the company's bottom line by problem solving and turning frustrated clients into repeat customers
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Work as HR recruiter in Emrold Management from November 23, 2021 to February 23, 2021

Responsibilities:

- Develop and build the company's recruitment strategy
- Implement and monitor the goals and targets of the recruitment process
- Create and implement innovation recruitment ideas to attract qualified candidates
- Network with trade groups and industry networks to access expert talent
- Build a list of qualified candidates to fill open position
- Maintain and organize candidate records and data

Personal Details

Father Name	Akhtar Mehdi
Gender	Female
Nationality	Indian
Marital Status	Unmarried

I hereby declare that all the above information furnished by me, is true to the best of my knowledge & belief.

Sumbul