

RASHA ASHRAFF

PROFILE

Goal-oriented and technologically savvy. Motivated and driven to assist businesses in growing. Prioritization and self-completion of tasks are well known skills. I am always eager to contribute and strive to understand the efforts of others. Expert in time management and MS Office. I am currently looking for work with an institution or a firm that will provide me with a consistent positive environment in which to study and implement new technology for the organization's development.

CONTACT



+94 72 307 8968



fathima.rasha@outlook.com



Wattala 11300



22/09/1996

SKILLS

- Multitasking and Prioritization
- Organization
- Attention to Detail
- Communication
- Time Management
- Technological Savvy
- Self-Starter
- Database Structure
- Administrative Support
- Accuracy
- Typing Speed 45-50 WPM
- Problem-Solving
- Teamwork and Collaboration
- Analytical and Critical thinking
- Research and Data Collection
- Dependable and Responsible

EDUCATION

Sri Lankan International School - Jeddah,
KSA (2009-2014)

High School Diploma

Winspire International Education -
Wattala, LK (2019)

Teacher training

TEFL Certificate (2022)

Diploma in Child Psychology

WORK EXPERIENCE

Business Development Representative

TalentShell US. (01/09/22 - present)

- Business Development Representative --- TalentShell US.(01/09/22 - present) -
- Qualify leads from marketing campaigns as sales opportunities
- Make cold calls and send emails to potential clients.
- Introduce our company to potential customers.
- Determine client requirements and recommend appropriate products/services
- Enhance customer satisfaction by customizing product solutions.
- Create long-term trusting relationships with your clients.
- Proactively seek out new market business opportunities.
- Arrange meetings or phone calls between (potential) clients and Account Executives.
- Report weekly/monthly/quarterly sales results to the Business Development Manager. Stay current on new products/services and pricing/payment plans.

HOBBIES

- Reading
- Watching Movies
- Getting to know people from other cultures.
- Documentary viewing
- Scrapbooking

EXTRA CURRICULUM

- Gavel club

Customer Service Representative

Abook- Denmark (March 2022 - August 2022)

- At all times, maintain a cheerful, compassionate, and professional approach toward consumers.
- Customer inquiries are immediately answered.
- Using numerous avenues to communicate with customers.
- Recognizing and addressing client complaints. • Know our items inside and out so you can respond to inquiries.
- Orders, paperwork, applications, and requests are all processed.
- Customer interactions, transactions, comments, and complaints are all recorded.
- As needed, communicating and collaborating with colleagues.
- Providing comments on the customer service procedure' efficiency.
- Managing a group of junior customer service agents.
- Provide competent customer service and ensure client happiness.

*Winspire International School - Wattala
2017 - 2019*

- Planned and implemented integrated lessons to meet national standards
- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.
- Encouraged creative thinking and motivated students by addressing individual strengths and weakness based on standardized testing results. Evaluated and revised lesson plans and course content to achieve student centered learning.
- Designed dynamic lesson plans based on student interests to increase overall student GPA.
- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking.
- Graded and evaluated student assignments, papers and course work.

Teacher Assistant

***Al Faisal International - Jeddah
2016 - 2017***

- ♦ Oversaw groups of students at school and off-site locations, maintaining optimal safety and security.
- ♦ Assessed student assignment to check quality and completeness before submission for grading. 3
- ♦ Organized and guided activities for students, including skill practice, research and memorization tasks.
- ♦ Collaborated with teachers for lesson preparation by preparing materials and setting up equipment.
- ♦ Collated classroom materials to help teachers prepare daily instruction and activities.

Invigilator

British Council - Jeddah 05/2015 - 06/2015

- ♦ Maintained compliance with test center policies, practices and procedures. Secured testing materials and maintained confidentiality of all details.
- ♦ Maintained secure and positive environment conducive to testing
- ♦ Validated appropriate identification to allow admission to testing area.
- ♦ Answering any queries that a student may have about the exam.
- ♦ Distributing stationery and exams papers to the students