Ashura Ayisha

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Client Relationship Professional with over 3+ years of experience in managing client interactions and providing exceptional customer service. Possess in-depth knowledge of multiple currency rates, daily stock rates, and financial trends, enabling accurate guidance and informed decision-making. Skilled in building and maintaining strong client relationships, streamlining workflows, and optimizing resource allocation to enhance business efficiency. Proven ability to handle multiple responsibilities, foster effective communication, and support team collaboration. Proficient in using CRM software with a strong focus on accuracy, confidentiality, and customer satisfaction. Committed to delivering exceptional service to clients while maintaining a positive and professional environment.

Work Experience

Office Admin / Executive Assistant   Jan 2024 - Dec 2024
Elif global consultancy LLC - S.P.C | United Arab Emirates

- Managed currency exchange transactions with international clients, offering precise guidance on exchange rates, foreign currencies, and cross-border regulations.
- Oversee the day-to-day functioning of the office, ensuring that administrative processes run smoothly.
- Create and update databases and records for financial information, personnel and other data
- Excellent knowledge of MS Office and office management software (ERP etc.)
- Built strong client relationships while driving sales by cross-selling related financial products and services to meet customer needs.
- Manage phone calls and correspondence (e-mail, letters, packages etc.).
- Manage social media and company websites.

Head of Department   Dec 2022 - Dec 2023
THE YENEPOYA COLLEGE | Moodabidri, Karnataka, India

- Played a key role in institutional decision-making, contributing to strategic planning and policy development.
- Oversaw departmental operations, ensuring efficient resource management and smooth workflow.
- Promoted student success by addressing academic needs and organizing developmental programs.
- Developed partnerships with industry professionals to provide real-world exposure for students and faculty.

Assistant Professor cum Administrator   Nov 2021 - Dec 2022
The Yenepoya College | Moodabidri, Karnataka, India

- Delivered engaging lectures and developed curriculum aligned with academic and industry standards.
- Coordinated departmental operations, including academic scheduling and resource management.
- Organized and presented workshops, seminars, and conferences to promote knowledge-sharing and professional development.
- Mentored students on academic projects, career development, and extracurricular engagement.
- Collaborated with institutional committees to drive academic planning and policy implementation.

- Managed budgets, optimized resource allocation, and ensured compliance with institutional regulations. - Led initiatives to improve departmental infrastructure, including technological upgrades and resource procurement.

Projects

Patient Health Monitoring and Guide (IOT Project)   Oct 2021
Technology Used: Arduino, PHP, JavaScript. Involved in the design and development of a system for monitoring and guiding patient health, enhancing customer service in healthcare.

Student Attendance System (Academic Project)   Oct 2019
Involved in the design, content creation, and deployment of a student attendance system, demonstrating skills in transaction management and operational efficiency.

Core Skills

- Billing and record-keeping
- Currency Exchange Knowledge
- Cash Handling and Accuracy
- Microsoft Word, Excel, Outlook, PowerPoint, SharePoint
- Client Relationship Management, Sales and Cross-Selling
- Social Media Marketing
- Excellent Communication and Presentation
- Database management and Data Entry
- Strategic Planning and Execution
- Numerical and Analytical Skills

Education

Mangalore University, Mangalagangothri   2020 - 2021
Master of Science | Computer Science
GPA: CGPA - 8.37

Sacred Heart College Madanthyar, Mangalore University   2017 - 2019
Bachelor of Computer Applications | Computer/Information Technology Administration and Management
GPA: 80.24%

Sacred Heart Pre-University College, Madanthyar, India   2015 - 2016
Pre – University College | Computer/Information Technology Administration and Management
GPA: 81.92%

Languages

English, Hindi, Malayalam, Kannada, Arabic (Beginner)

Awards

Certificate of Merit from " The Yenepoya Foundation "   Jan 2019

Personal Details

Passport No : T5768388   Nationality : Indian   Driving License : India