



AMREEN FATIMA

TELECALLER & ADMIN PROFESSIONAL

CONTACT

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LANGUAGES

English — Basic (A2)
Hindi — Fluent
Urdu — Fluent

KEY SKILLS

- ✓ Outbound Calling
- ✓ Lead Management
- ✓ Customer Coordination
- ✓ Data Entry
- ✓ Call Logging
- ✓ Report Writing
- ✓ Customer Service
- ✓ Follow-up Management

PERSONAL STRENGTHS

- ✓ Clear Communication
- ✓ Quick Learner
- ✓ Target-Oriented
- ✓ Active Listening
- ✓ Professional Attitude
- ✓ Reliable & Punctual

PROFESSIONAL SUMMARY

Motivated and results-driven professional with strong communication skills and proven expertise in customer relationship management, lead handling, and sales support. Recognised for delivering exceptional customer service, consistently meeting targets, and maintaining high professional standards. Committed to continuous learning and contributing to organisational growth.

EXPERIENCE

Fluent Fusion Academy

Customer Relations & Administrative Executive | Hyderabad | May 2025 – Present

- ▶ Conducted outbound calls to prospective students, clearly articulating academy programmes and enrolment benefits
- ▶ Managed systematic follow-ups with interested leads and existing students to ensure high enrolment conversion rates
- ▶ Maintained accurate call records, student profiles, and comprehensive communication logs for management review
- ▶ Assisted in data entry, database maintenance, and preparation of statistical reports for academic analysis
- ▶ Handled student and parent enquiries professionally, resolving concerns promptly and effectively
- ▶ Supported the academic coordination team with appointment scheduling and counselling session management

EDUCATION

Intermediate

OS Junior College, Hyderabad, Telangana

CORE COMPETENCIES

Communication: Verbal, Presentation, Customer Interaction

Administration: Data Entry, Record Keeping, Reports

Sales Support: Lead Qualification, Follow-up, Conversion

Technical: MS Office, Google Sheets, CRM Basics

References available upon request