



Awaiz Yousuff

Bengaluru | 9513003015 | yousuffawaiz73@gmail.com

Professional Summary

Motivated and adaptable Human Resources professional with internship and entry-level experience in recruitment and customer support. Skilled in communication, teamwork, and problem-solving with a passion for continuous learning. Currently pursuing an MBA in Human Resource Management.

Skills

- Teamwork
 - Creative Thinking
 - Problem Solving
 - Adaptability
 - Time Management
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Work Experience

Customer Support Representative - Executive

Lufthansa Technik, Bengaluru

Dec 2023 – Present

- Provide first-level support to the Aircraft on Ground (AOG) team, ensuring timely and efficient issue resolution.
- Manage and dispatch emails while responding promptly to customer inquiries with accurate information.
- Create and maintain customer accounts within the internal database, ensuring data accuracy and completeness.
- Assist in the execution and support of OES 1st level support.

HR Recruiter Intern

JOBSHOP Consultancy, Bengaluru

June 2022 – August 2022

- Developed and maintained talent networks to source high-quality candidates across diverse industries.
 - Conducted preliminary candidate screenings to evaluate qualifications, experience, and role suitability.
 - Leveraged recruiting platforms including Monster.com and Naukri.com to identify and engage potential talent.
 - Supported the onboarding process and provided assistance to new hires to ensure a smooth transition.
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Education**MBA in Human Resource Management (Online)**

JAIN University

2023 – 2025 (Ongoing)

Bachelor of Business Administration (HR)

CMR Institute of Management Studies

2020 – 2023

Commerce

CMR National PU College

2018 – 2020

10th CBSE

International Indian School, Dammam

2018

Certifications & Achievements

- Participation in extracurricular activities with various certifications
- Constellation Prize – Product Launch at St. Joseph College (2021)
- Event Management Certification

- Volunteer – Project Management Practitioner’s Conference (2022)
 - Volunteer – International Conference on Management and Data Analytics (ICOMDA, 2022)
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Languages

- English
 - Urdu
 - Arabic
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References

Available upon request