LUTOOSHA OZA

**Customer Service Professional**

 EXPERIENCE

About Me

Dedicated and customer-oriented professional with a strong background in customer service and a proven track record as an IELTS coach. Skilled in providing exceptional customer experiences, delivering effective teaching strategies, and ensuring student success in the IELTS exam.

Experienced in building positive relationships with students and clients, and adept at tailoring instruction to meet individual needs

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#  LANGUAGES

* English
* Gujarati
* Hindi

#  SKILLS

* Customer Service
* Communication
* Multitasking
* Problem Solving
* Adaptability
* Time management

## IELTS Coach at LCC (01/2018 to Current) Ahmedabad, India

* Conducting IELTS preparation classes, providing expert guidance and instruction to students aiming to achieve high scores in the IELTS exam.
* Developing and implementing comprehensive lesson plans tailored to the specific needs and proficiency levels of individual students or groups.
* Offering strategies, techniques, and tips to enhance students' time management, critical thinking, and problem-solving abilities in the context of the IELTS exam.

## Salon Assistant Manager at Hue Salons (01/2015 to 10/2017)

**Auckland, New Zealand**

* Schedule client appointments, coordinate with stylists and technicians, and maintain an organized and efficient booking system.
* Client Retention: Build strong relationships with clients to encourage repeat business.
* Inventory Management: Assist in managing salon inventory, including beauty products, tools, and equipment. Monitor stock levels, place orders, and ensure availability of necessary supplies

#  EDUCATION

## Bachelor of Arts

L.D Arts College Ahmedabad, Gujarat.

## P.G Diploma in International Business Management

Cornell Institute of Business and Technology Auckland, New Zealand