

## Hello

### I'm Mehwish Pangarkar

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## Profile

A sales executive with a total of 4 years of experience. This includes two years as a teacher, a year as a Subject Matter Expert, and a year as a Customer Service Representative. Organized and Hardworking. Wish to influence the people with combined use of technology and information. Proficient in English as a Second Language.

## About

- Highly motivated, dynamic, and single-minded in pursuit of excellence with a flair for connecting with people and minds and fostering development to their utmost potential.
- Exceptional administrative and organizing capabilities with hands-on content development.
- Creativity and innovation are key strengths to be close to perfection.

## Career Objective

Dedicated and Innovative seeking a challenging position

## Experience

October 2022 - March 2023

**Itmam, Abu Dhabi, U.A.E** - *Customer Support Associate*

- Provide internal and external customers with accurate information regarding ADCB products i.e. accounts, credit cards, loans, etc.
- Handle Telephone customer queries and inquiries.
- Cross-sell ADCB retail banking products, and generate leads.

- Provide feedback for improvement of services or processes.
- Initiate outbound calls when required and adhere to call scripting.
- Resolve simple complaints immediately, capture and forward them to the Team.
- Maximize returns, minimize risk, and enhance relationships for the bank.
- Produce high-quality calls and continuous follow-up that leads to complete customer satisfaction.
- Contribute to the overall success of the unit and generate ideas that can be implemented to enhance productivity.
- Adhere to internal departmental policies.

February 2022 - June 2022

**Startek Aegis Customer Support Service Pvt. Ltd., Bangalore** – *Senior Executive*

- Resolve product or service problems by clarifying the customer's complaint.
- Determine the cause of the problem, select and explain the best solution to solve the problem, and follow up to ensure resolution.
- Keep records of customer interactions, inquiries, comments, complaints, and details of actions taken.
- Understand and respond appropriately and respectfully to the emotional components of the customers using the concept of empathy and apology.
- Stay calm under pressure, courteous, and professional.
- Convey messages effectively using comprehension, active listening, rate, and clarity of speech, and conversational ability.
- Understand the customer's problem and provide solutions or information as per company policies and processes.
- Follow the etiquette for communication with the customers through email and SMS given by the company.
- Coordinate through calls or emails with colleagues, and TI's for the problem arising.

May 2019- April 2020

**Eduauraa Technologies Pvt. Ltd., Andheri, Mumbai** – *Subject Matter Expert*

- Making eBooks and scripts, question banks, MCQs, and mind maps from the textbook.
- Boards include ICSE, CBSE, RAJ, MAH, MP, UP, CGBSE, and TN.
- Grade 6th to 10th. Subjects include Social Science and English.
- Assign code to the files, and record the files for easy retrieval.
- Searching images and assisting graphic designers in the making of the final eBooks.
- After the teacher is appointed, provide them with the content and assist them with the procedure.
- Assisting the shoot, monitoring the teacher, and noting the timings of the pauses and time taken by the teacher to deliver the lecture.
- Correcting the teacher and helping them with their confusion.
- Assisting the animator during the making of the animation based on the concepts.
- Making brain games using the question bank.

August 2018 - April 2019

**Ryan International School, Malad, Mumbai** – *Secondary Assistant Teacher*

- Teach English, Geography, and History to students from grade VI to grade VIII.
- As a class teacher, maintain the attendance register. Update logbooks and mustards.
- Plan, prepare, and deliver lesson plans and instructional materials that facilitate active learning and update them in the logbook weekly.
- Use relevant technology to support, differentiate instruction, and update notes using MyClassBoard.
- Manage student behavior in the classroom by establishing and enforcing rules and procedures. Accordingly, fill out the achievements page in the school calendar monthly.

- Maintain discipline by the rules and disciplinary systems of the school. Give notice to the parents for the haircut and other disciplinary updates.
- Maintain accurate and complete records of progress and development, academics, and attendance. Conduct open house and parent meetings.
- Improve personality and communication skills with grammar and pronunciation with students from diverse cultural, economic, and ability backgrounds..
- Assign and grade classwork, homework, tests, and assignments.
- Check exam papers, assign grades according to their performance in the activities, and obtain information for parents when requested .
- Assisted music teacher with the correct pronunciation of the words in Arabic during the annual day ceremony for the Arabic Song named 'Arfa'.

May 2017 - May 2018

**Millat Girls High School, Jogeshwari, Mumbai** – *Secondary Assistant Teacher*

- Teach English to Grade VI and worked as a coordinator for three months.
- As a class teacher, maintain the attendance register. Update logbooks and mustards.
- Conducted Spell Bee competition in the school.
- Communicate necessary information regularly to students, colleagues, and parents regarding student progress and needs.
- Manage student behavior in the classroom by establishing and enforcing rules and procedures. Conduct open house and parent meetings.
- Assign and grade classwork, homework, class tests, and assignments.
- Maintain accurate and complete records of student's progress and development, academics, and attendance.
- Prepare question papers for examination, check exam papers and assign grades according to their performance in the activities.

## Education

December 2024 - In progress

**Safal Teachers' Training Institute, Mira Road, Mumbai** – *E.C.C.Ed.*

Diploma in Early Childhood Care and Education

April 2022 - In progress

**University of Mumbai, Santacruz, Mumbai** – *Master of Arts*

Major in Geography

University Grant Commission

April 2014

**University of Mumbai, Santacruz, Mumbai** – *Master of Arts*

Major in English

University Grant Commission

April 2012

**University of Mumbai, Santacruz, Mumbai** – *Bachelor of Arts*

Major in English and Psychology

University Grant Commission

February 2008

**R. D. National College, Bandra, Mumbai** – *Higher Secondary School Certificate*

Maharashtra State Board of Secondary and Higher Secondary Education,  
Pune

March 2006

**St. Blaise High School, Andheri, Mumbai** – *Secondary School Certificate*

Maharashtra State Board of Secondary and Higher Secondary Education,  
Pune

## Skills

### Language

#### **English – Proficient**

Read, write, and communicate.

#### **Hindi – Proficient**

Read, write, and communicate.

#### **Marathi – Intermediate**

Read, write, and communicate.

#### **Arabic – Intermediate**

Read and write.

### Computer

- **Microsoft Office**
- **Google Drive**
- **Email**
- **Social Media**
- **Wordpress**

### Other

- **Classroom Management**
- **Lesson Planning**
- **Creativity**
- **Leadership**
- **Critical Thinking**
- **Team work**
- **Time Management**
- **Organizational**
- **Problem Solving**
- **Patience**

### Personal

**Date of birth : 19/01/1991**

**Marital Status: Married**

### Family Members

**Husband – Yasar Shaikh**

**Daughter – Maryam Shaikh**

**Father – Badruddin Pangarkar**

**Mother – Zainabbi Pangarkar**

### Hobbies

- **Reading**
- **Sketching**
- **Browsing Internet**
- **Traveling**
- **Learning**

I do hereby declare that the above information is true to the best of my knowledge.

**Mehwish Pangarkar**