

# RAMSHA RASHID

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HR Coordinator | Online English Instructor | Education Mentor | Client Success & Communication Specialist.

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## PROFESSIONAL SUMMARY

Multifaceted professional with 6+ years of experience across HR operations, language instruction, education mentoring, and remote customer support. Holds a Master's degree in English Literature and a strong track record of working with diverse teams, mentoring educators, and improving communication systems.

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## KEY HIGHLIGHTS

- 6+ years of cross-functional experience in **HR, education, and client support** across international settings.
  - Proven success in **recruitment, onboarding, and employee support**, ensuring smooth HR operations.
  - Skilled in **online English instruction, mentoring, and training**, empowering students and educators.
  - Strong adaptability in **remote, multicultural environments**, leveraging CRM and digital tools.
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## PROFESSIONAL EXPERIENCE

### Customer Support & Services Executive | Live Admins

*Feb 2022 – Present | Remote, International Clients*

- Delivered support for global clients across Education, Healthcare, Auto, Law, and Real Estate sectors.
- Managed real-time web inquiries and guided visitors in navigating effectively.
- Qualified leads to assist business development and reduce workload through filtering prospects.
- Operated CRM platforms and proprietary systems for reporting and customer engagement.
- Experience focused on communication and support, not chat/call center work.

### Education Mentor (English Language) | The Lahore Lyceum

*Aug 2018 – Jun 2019*

- Facilitated language learning through interactive and multimedia-based sessions.
- Conducted workshops for teachers on empathetic communication and classroom strategy.
- Mentored students in both academic growth and character building.

### HR Specialist | [GGSS]

*Mar 2015 – Jun 2016*

- Managed end-to-end hiring for academic and administrative roles, including interviewing and onboarding.
- Processed payroll, maintained employee records, and ensured benefits administration.

- Supported organizational development by aligning staffing with institutional needs.
- Coordinated HR processes for teaching staff, assistants, and support personnel.

### **Language Teacher | [Global Glory School]**

*Mar 2014 – Feb 2015*

- Delivered customized English lessons focusing on real-world communication and fluency.
- Assessed learner needs and adapted content to improve verbal interaction.
- Created a supportive classroom culture promoting confidence and personal growth.

### **Intern – Customer Service Officer | Muslim Commercial Bank**

*Jan 2017 – Mar 2017*

- Stepped into a full-time role during staff leave, managing daily service operations.
- Responded to client inquiries and supported account opening/documentation.
- Maintained professional communication through email and phone (non-sales related).

### **Lead Project Coordinator (Part-Time) | Superior Group of Colleges**

*Oct 2011 – May 2013*

- Coordinated events such as PTMs, academic functions, and cultural festivals.
  - Developed communication strategies between parents, teachers, and students.
  - Conducted research and created adaptive plans to support academic goals and student needs.
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## **SKILLS & CORE COMPETENCIES**

- HR Operations & Recruitment
  - Online/Remote Teaching
  - Client Relations & Support
  - Employee Onboarding & Benefits
  - Lesson Planning & Classroom Management
  - Educational Mentorship
  - Training & Development
  - Professional Communication (English Fluency)
  - Event & Project Coordination
  - Remote Work Tools & Adaptability
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## **TOOLS & TECHNOLOGIES**

- Microsoft Office Suite
  - Google Workspace
  - CRM Systems
  - Learning Management Systems (LMS)
  - Virtual Communication Platforms (Zoom, Teams, Google Meet)
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## EDUCATION

**Master of Arts – English Language & Literature**

University of the Punjab | 2018

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## AVAILABILITY

- Open to: Remote | Full-Time | Part-Time | Contract
- Open to working across time zones and international teams