

# ESHAN SAHIB

## Senior Analyst French Language Expert

+91 9953 641 879/+91 9718 538 661 @ eshansahib90@gmail.com Noida, India



## SUMMARY

I am a dynamic and results-driven professional with a Master's degree in French and extensive expertise in language proficiency and instructional delivery. My background in the Travel and Tourism industry has endowed me with strong problem-solving skills. I excel in client servicing, data validation, and team leadership, seeking to leverage my skills to drive organizational growth

## EXPERIENCE

### Senior Analyst French Language Expert

#### Evalueserve Pvt. Ltd

06/2022 - 10/2024 India

A company specializing in data analytics and business research

- Conduct comprehensive review and data validation of documents in English and French for credit approval processes
- Prepare and update annual and quarterly reviews, risk ratings analysis, and maintain request tracker for lending specialists
- Facilitate French interviews to expand team capacity and serve esteemed clients such as Bank of Montreal (Canada)

### French Language Teacher (Freelancer)

#### KVCH

12/2018 - 07/2019 India

A training and educational institution

- Instructed university and school students in French language up to B1 level, including grammar, writing, and speaking skills
- Developed and implemented test modules, assignments, and activity exercises to enhance learning outcomes

### Senior Associate French Language Expert

#### WNS Global Services

03/2016 - 06/2018 India

A global business process management company

- Resolved customer issues in English and French for European clients, particularly in the aviation and tourism sectors
- Managed inquiries related to modification, cancellation, baggage handling, and seat reservations using travel software like Amadeus and Saber

### French Language Analyst

#### Avaya India Private Ltd

12/2013 - 09/2015 India

A multinational technology company

- Provided resolution for French-speaking South African clients, generating work orders and incidents on Avaya's software
- Conducted outbound calls to African clients, ensuring prompt network issue resolution and client satisfaction

## STRENGTHS



### Organizational Skills

Detail-oriented with strong organizational and time management skills



### Travel Industry Knowledge

Extensive knowledge of the Travel and Tourism Industry

## KEY ACHIEVEMENTS



### League of Champions Award

Recognized with the 'League of Champions' award for outstanding performance at WNS Global



### First Prize in Quiz Competition

Secured first prize in a Quiz Competition on World Francophone Day organized by Jawaharlal Nehru University

## EXPERIENCE

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### French Language Analyst

#### Bird Infotech Private Ltd

📅 05/2013 - 10/2013 📍 India

- Managed operations for French-speaking African clients, addressing support needs and problem resolutions

## EDUCATION

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### Master's in French

#### Goa University

📅 08/2020 - 06/2022 📍 India

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### Advanced Diploma in French

#### Jamia Millia Islamia University

📅 08/2012 - 06/2013 📍 India

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### DELF A2 Certification

#### Alliance Française de Delhi

📅 01/2010 - 01/2010 📍 India

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### Certificate of Proficiency Programme (French)

#### Jamia Millia Islamia University

📅 01/2010 - 01/2010 📍 India

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### Bachelor of Arts in Travel and Tourism Management

#### Delhi University

📅 08/2009 - 06/2012 📍 India