



# Chetan Nauliya

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## Contact

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## Skills

Ability to multitask  
Sales and Marketing  
complaint Handling  
Communication skills  
Customer service  
Problem solving  
Leadership  
Critical Thinking

## Languages

Hindi  
English

## Hobbies

Dancing  
Vlogging  
Travelling  
Cooking  
Indian  
and  
Chinese  
cuisine

## About me

An enthusiastic and customer oriented person pursuing bachelor's in event management and tourism and is very much adept at maintaining hospitable environments for the people around me. An energetic, reliable, and safety-conscious professional with an outgoing personality who enjoys working in a team and has the ability to remain calm under high pressure, seeking to advance my career by growing with this company.

## Education

### Uttaranchal University

Bachelor of Business Administration (BBA)  
August 2022 – May 2025

An undergraduate pursuing my BBA from Uttarakhand University Dehradun.

## Experience

### Customer Care Executive, Flipkart, Dehradun October 2023 April 2024

Provided excellent customer service and resolved customer issues, resulting in a 5-star rating on customer satisfaction surveys and manages to handle aggressive customers with calm and politeness, leading to satisfied customers.

## Internship

### CRM Intern, Uttarakhand University, Dehradun May 2024 August 2024

Provided guidance and support to applicants throughout the college admissions process, resulting in 75 enrollments. Developed and implemented strategies to increase the number of first-generation college students.