

ANKITA KUMARI

Customer Service Representative

Phone: 9310536005

Email: ankita.com2003@gmail.com

Address: New Delhi, India

Date of Birth: 11-04-2003

Conduct in-depth analyses to strategically address customer issues, ensuring solutions are tailored to meet individual needs. Effectively resolve inquiries promptly to enhance customer satisfaction. Complete all assigned tasks efficiently and in accordance with departmental standards. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

- Dedicated Cyber Cafe Assistant with expertise in customer assistance and technical support. Proven ability to resolve inquiries efficiently.

EMPLOYMENT HISTORY

CYBER CAFE ASSISTANT | HARYANA

2023 - 2025

Managed customer inquiries and resolved issues effectively, ensuring high levels of satisfaction. Completed and processed essential forms, including PF Claims, government documentation, and money transfer requests. Executed transactions with precision, contributing to a streamlined workflow and improved operational efficiency.

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Nov 2025 - Nov 2025

EDUCATION

Bachelor of commerce | indira gandhi national open university, New Delhi

Jul 2021 - Jul 2024

12TH | panchsheel public school, New Delhi

Apr 2020 - Aug 2021

10TH | panchsheel public school

Nov 2018 - Nov 2019

SKILLS

CALL HANDLING AND PHONE ETIQUETTE | MS WORD | MS PAINT | MULTITASKING | Customer Service | Marketing & Sales Support | Customer Relations | Customer Experience | ACTIVE LISTENING

LANGUAGES

English

CERTIFICATE

AI-POWERED PERFORMANCE ADS CERTIFICATE BY GOOGLE

CERTIFICATE OF EXCEL FOR BEGINNER GREAT LEARNING ACADEMY

CERTIFICATE OF MANAGEMENT BY GREAT LEARNING ACADEMY

PERSONAL EXPERIENCE

CYBER CAFE ASSISTANT

managing day-to-day operations, assisting customers with computer and internet use, handling payments and transactions, and troubleshooting basic technical issues. Key responsibilities also involve maintaining equipment, ensuring a secure environment, and sometimes managing printing, scanning, or other services like form filling , pf claims, making adhar,voter etc . Strong customer service skills and basic computer literacy are essential for the role. i also work as a sales women also customer handling.

DECLARATION

"I hereby declare that the information provided above is true and correct to the best of my knowledge and belief"
ANKITA KUMARI