



PRARTHNA CHHABRA

ADVISOR 1

CONTACT



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B-290/91 Nehru Vihar, Delhi-110054

TECHNICAL SKILLS

- HTML 100%
- CSS 100%
- JavaScript 100%
- SQL 90%
- JAVA 80%
- PYTHON 70%
- C 70%
- Power BI 70%
- Advanced Excel 70%

EXPERTISE

- Management Skills
- MS Office
- Communication Skills
- Problem Solving Skills
- Leadership
- Decision Making
- Multi-Tasking

EXPERIENCE

ADVISOR LEVEL 1

Concentrix Daksh Services India PVT. LTD.
March 2023 - March 2024

- Responsible for taking chats to resolve customer inquiries.
- Received and responded to multiple live Chats.
- Assist with a variety of issues including troubleshooting, account activation, payment, blocked accounts, document verification, etc.
- Provided information to the customer and placed appropriate notes in the system indicating exactly what action was taken or needs to be taken.
- Ensured proper security procedures were followed on all customer interactions.
- Ability to communicate clearly and professionally in a written format.
- Actively listened to their inquiries and provided accurate and appropriate information.
- Assist customers by using text-based interactive conversation.

Sales and Customer Support Executive
Colt Equipments PVT. LTD.
August 2021 - January 2023

- Developed and maintained strong customer relationships while delivering exemplary customer service.
- Proven ability to connect with customers and build trust to develop long-term relationships.
- Experienced in analyzing customer data to identify potential sales opportunities.
- Adaptable in providing solutions to customer inquiries, while upholding company policies and procedures.
- Cold call target accounts to establish new customers.
- Followed up on purchases, inquired about satisfaction, and suggested additional items or services.

EDUCATION

- Passed from 10th from C.B.S.E, 2017
- Passed from 12th from C.B.S.E, 2019
- Bachelor of Computer Applications from IGNOU, in 2023.

CERTIFICATES

- JAVA Full Stack Certificate from IITSCL (2023)
- Python Certificate from DICS Computer Institute (2019)
- C Language Certificate from DICS Computer Institute (2019)

Web Designer and Customer Support Executive Advertro India PVT. LTD.

May 2020 – July 2021

- Create, implement, and develop new look and style for notable web presence, delivering effective and functional web designs.
- Managed all aspects of professional website design focusing on overall site navigation and information architecture for commercial and personal websites.
- Developed and maintained corporate websites, including updating content and improving user experience.
- Created custom websites and graphics to meet client specifications and branding needs.
- Utilized SEO techniques to ensure maximum visibility of websites and webpages on search engines.

AWARDS

- Winning two times Star of the Quarter award for achieving the highest CSAT.
- Best Performer of the Year (2023) in Concentrix Daksh Services India PVT. LTD.