

# Akriti Pateriya

3/7 Swagat Residency, Motera Ahmedabad (380005)  
8982735404 • sharmaakriti2120@gmail.com

## Objective

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- To secure a challenging position where I can effectively contribute my skills as a professional possessing competent technical skill.

## Work Experience

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### Quality Analyst Assurance

December 2016 - October 2019

Teleperformance D.I.B.S

- Reviewing functional and design specifications to ensure full understanding of individual deliverables. Also, develop and maintain functional test cases and other test artifacts like test data and validation.

### Customer support Associate

July 2014- January 2015

Teleperformance D.I.B.S

- My prime job responsibility included phone calls from clients, prepare customer's correspondences, communicate with customers, assists clients in their choice of product/process and providing entry-level trouble shooting

### Telecaller

July 2014- January 2015

Alina Software

- Responsible to work as an insurance Tele-caller Executive in an website making department.

## Education

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### Masters in English

2019

Mahatma Gandhi Chitrakoot Gramodaya Vishwavidyalaya Chitrakoot-Satna(M.P)

- Graduated with 71.87%

### Bachelors of Education

2018

Maharaja Chhatrasal University, Chhatarpur

- Graduated with 79.2%.

### Bachelor in Engineering

2015

RGPV Bhopal

- Graduated with 7.79 (CGPA).
- Specification in Electronics & Communication Engineering.

## **Higher Secondary Education**

2011

Madhya Pradesh Board Of Education

- Passed with 70.6%.

## **High School Education**

2009

Madhya Pradesh Board Of Education

- Passed with 75%.

## **STRENGTHS**

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- -Positive Attitude: Creating a positive work environment
- -Motivating people, personal management
- -Expertise in teaching assistance
- -Proficient in Microsoft Office and with modern classroom technology

## **SKILLS**

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- Patience
- Adaptability
- Training and Up skilling
- Team Work
- Constant learning
- Mentoring
- Leadership