**Priyanka Kumari**

**Address:** F1, Karan Apartment, Anil Sur Path, Kadma, Jamshedpur, JH-831005  
**Phone:** +91 6204882288  
**Email:** [pkprasad1006@gmail.com](mailto:pkprasad1006@gmail.com)**Birth date:** 10.04.1992

**Professional Summary**

Dedicated Senior Customer Service Representative (Email Service) motivated to maintain customer satisfaction and contribute to company’s success. Proven ability to team management, establish rapport with clients and exceed service quotas. Reliable and driven with strong time management and prioritization abilities.

**Education**

* Master’s (English Literature) – 2022 (IGNOU)
* Graduation (English Literature) - 2019 (BBMKU, Dhanbad)
* Intermediate (12th) – 2011 (GGSSS, Andrews Ganj, New Delhi)

**Experience**

Planet Spark

Public Communication and Creative Writing Expert

Training students from Middle East countries like Dubai, Qatar, Saudi Arabia, Pakistan etc. since 1 year

Motif India InfoTech Pvt. Ltd., Ahmedabad, GJ

Sr. Customer Care Representative (Email-Process)

November, 2011 – September, 2014 & July, 2016 – March-2018

* Mentoring the team for better customer support
* Taking the financial decisions on escalated claims
* Dealing with members of more than 30 countries
* Managing the work with strong adherence to timeline

**Skills**

* Communication skills
* Ambitious and perfectionist
* Oriented to team-work
* Customer Support
* Order Processing
* Service Line Support
* Problem Solving
* Creative

**Technical Skills**

* Microsoft Office Suit
* Well versed with Windows operating system
* Good typing skills

**Achievements**

* Secured 6th position from my state (Jharkhand) on an English International Essay Competition
* Received certificates for many of the competitions like writing, essay, composition etc. held at school
* Won the state level competition of Science Model and got an opportunity to meet honorable former president Late A.P.J. Abdul Kalam
* Actively participated in YUVA UNSTOPPABLE corporate project via Motif
* Volunteered in Charity walk held by Motif and ascent job fair
* Got best performer award for many of the months while at work.
* Certificate of Proficiency in foreign language – Russian from Bhartiya Bhasha Sanskriti Sansthan, Gujarat Vidyapeeth, Ahmedabad.

**Interests**

Reading – Comedy, Fiction, Drama, etc.

Travelling – Travelled more than 15 states of India and Nepal.