

Shivalika Sharma

Contact No. +91-9569620553

email: shivalikakhajuria@gmail.com

SUMMARY

I have been working in **Primate Outsourcing Pvt. Ltd.** as a Customer support specialist since **Nov 2021**. Skilled in developing positive customer service environments. Dedicated Associate with experience working in fast-paced environments with diverse groups of individuals. Earlier, I worked in **Tech Mahindra Ltd.**

SUMMARY OF EXPERIENCE

Primate Outsourcing Private Ltd., Mohali

Customer Support Specialist – May 2021-Present

- Working as a team lead
- Assist team with the requirements of employees.
- Help customers to make use of different features.

Tech Mahindra, Chandigarh

Associate (AT&T) – Nov 2018-May 2019

- Updating about the product details to customers through emails.
- Answering incoming and emails form customers.

EDUCATION

- MASTER'S IN COMPUTER SCIENCE (MSc) 2018, Score 71%
- BACHLER'S OF COMPUTER APPLICATIONS (BCA) 2015, Score 65%
- SENIOR SECONDARY (+2) 2012, Score 65%

HIGHLIGHTS

- Effective Communication
- Active listener
- Multitasking
- Organizational skills
- Customer Needs Analysis
- Logistical Planning
- HTML 5
- CSS3
- JavaScript
- DSA

