

# Sneha Singh *Entry-Level Data Scientist*

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📍 Dewas, India.

🚩 Indian

👤 Unmarried

📅 15 May 1999

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## Profile

A dedicated and results-driven Customer Service Executive with 5 years of experience in delivering exceptional customer service across diverse industries. Proven ability to handle customer inquiries, resolve issues efficiently, and provide personalized solutions while maintaining a high level of professionalism. Strong communication and problem-solving skills, with a focus on enhancing customer satisfaction and fostering long-term relationships. Skilled in using CRM tools, multitasking in fast-paced environments, and working collaboratively with cross-functional teams to achieve company goals.

## Professional Experience

### **A global provider of outsourced services and software.**

*Taskus*

Sep 2023 – Oct 2024 | Indore, India

1.3 years of experience as an AI Content Moderator at Taskus Indore, ensuring quality and accuracy in AI-driven content.

### **Customer Service Representative | Teleperformance**

*Teleperformance*

Sep 2020 – Jul 2023 | Indore, India

Gained extensive experience in customer service through a two-year tenure at Teleperformance, handling a wide range of customer inquiries and providing solutions. Developed strong communication, problem-solving, and conflict-resolution skills. Demonstrated ability to work in fast-paced environments while maintaining high levels of customer satisfaction. Adept at understanding customer needs, managing difficult situations, and improving overall service quality.

### **Customer Service Representative | Iksula Services Ltd**

*Iksula Services LTD Indore*

Sep 2018 – Sep 2019 | Indore, India

Accumulated one year of experience at Iksula Services Ltd, providing high-quality customer support in a dynamic and fast-paced environment. Developed strong interpersonal and communication skills while managing customer inquiries, troubleshooting issues, and ensuring client satisfaction. Proven ability to effectively handle customer concerns, contribute to team goals, and maintain a positive and professional attitude under pressure. Focused on delivering exceptional service and fostering long-term customer relationships.

## Skills

Skills: ● ● ● ● ●

- **Customer Service Excellence:** Strong client relations and problem-solving abilities.
- **Communication:** Clear verbal and written communication in diverse, global environments.
- **Technical Proficiency:** Experience with CRM tools and customer service software.
- **Multitasking:** Efficiently handle multiple tasks in a fast-paced setting.
- **Adaptability:** Quick learner with the ability to adapt to new technologies and processes.
- **Quality Assurance:** Ensure high service standards and generate performance reports.

## Interests

### Karate Player

National level gold medalist in karate.

Actively practicing karate, demonstrating commitment to physical fitness, discipline, and self-improvement. Participating in regular training sessions and competitions, focusing on building strength, focus, and mental resilience.

### Textile Designing

Passionate about creating unique textile patterns, experimenting with colors, textures, and materials. Enjoy designing custom prints and exploring various techniques such as weaving, embroidery, and screen printing. Continuously developing my skills through personal projects and online courses.

## Certificates

### • TLPA Certification in Technology, Leadership, and Project Management

Technology, Leadership, and Project Management Association

- Acquired expertise in leading technology-driven projects, enhancing project management skills, and improving leadership in technical environments.
- Gained practical knowledge in key areas such as Agile and Scrum methodologies, resource management, risk assessment, and technology strategy development.
- Focused on integrating leadership techniques with technical proficiency to lead teams effectively in project delivery.

## Education

### BSC

*Dr. A.P.J Abdul Kalam University*

Jul 2018 – 2021 | Indore, India

- Graduated with a score of **71.63%**
- Relevant coursework: [You can add specific subjects or areas of focus here]
- Gained foundational knowledge in scientific principles and research methodologies.