

My Contact

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- ☎ 8349104344
- 📍 Sector 39, Gurugram, Haryana

Education Background

- Gyan Sagar College of engineering , Sagar computer Science engineering Completed in 2023
- 12th Govt Girls Higher Secondary School, Garhakota, Sagar M.P
- 10th Sarswati Shishu Mandir School, Garhakota, Sagar M.P

Soft Skills

- Customer Interaction
- Public Speaking
- Effective Communication
- Multitasking and Time Management
- Quick Learner and Adaptable

Technical Skills

- Core Java
- MySQL
- Proficient in CRM tools and customer service platforms.
- Strong foundation in Computer Science and basic programming knowledge.

Languages

- Hindi
- English

About Me

Dynamic and customer-focused professional with a degree in Computer Science Engineering and over 1 year of experience in customer support. Adept at resolving inquiries, fostering client relationships, and enhancing customer satisfaction. Known for exceptional communication, problem-solving, and multitasking skills. Eager to contribute to the success of organizations by ensuring a seamless customer experience and improving service quality.

Professional Experience

Crofarm (Otipy) | Senior Executive April 2024 – May 2025 Key responsibilities:

- Strengthened customer retention by fostering positive interactions and ensuring swift issue resolution.
- Assisted in streamlining processes to enhance service delivery.
- Collaborated with team members to address challenges and improve overall client satisfaction.

ISourcing Solutions, Ahmedabad | Intern Jan2024 –

April 2024

Key responsibilities:

- Developed and maintained frontend code using HTML, CSS, and Bootstrap
- Created a responsive travel website “Trendy Travel” with interactive UI components.
- Collaborated with backend developers to integrate APIs and ensure seamless functionality.
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Hobbies and Interests

- Public speaking and communication improvement.
- Exploring new technologies and trends in customer service.
- Networking and building professional relationships.