

# PRIYANSHI MITTAL

## ASSISTANT EXECUTIVE

 2254/A GURUNANAK NAGAR  
PATAL NAGER-110008

 priyanshimittal4852@gmail.com

 8287036886  INDIAN

 14/10/2003  UNMARRIED

 FEMALE

### Profile

Customer-focused **Assistant Executive** with **1 year of experience** in **customer service, call handling, and operations**. Skilled in **problem-solving, quality assurance, and team leadership**. Proficient in **Microsoft Office (Excel, Word, PowerPoint)** with expertise in **VLOOKUP, Pivot Tables, and data analysis**. Strong **time management and back-office skills**, ensuring efficiency and customer satisfaction.

### Education

**MBA, IGNOU**  
01/2024 – present | DELHI, INDIA

**IT Diploma, LAL BHADUR  
SHASTHRI TRAINING INSTITUTED**  
2024 | NEW DELHI, INDIA

**BBA Degree, MAHARISHI  
DAYANAND UNIVERSITY**  
2023 | NEW DELHI, INDIA

**12TH ( C.B.S.E),  
S.SD GIRLS SR.SEC SCHOOL**  
2020 | NEW DELHI, INDIA

### Certificates

#### **MINDLABZ MEDIA TECH PVT LTD.**

To commemorate her completion of the internship program as an HR INTERN

#### **IEENERGIZER PVT LTD**

Has successfully completed the workshop customer service excellence.

### Professional Experience

#### **Assistant Executive – Customer Service & Operations, IEENERGIZER COMPANY**

04/2024 – present | NOIDE, India

- **Handled customer inquiries** efficiently, ensuring prompt resolution of issues.
- **Managed call center operations** by following protocols to enhance service quality.
- **Implemented problem-solving strategies** to improve customer satisfaction.
- **Maintained high-quality assurance standards** by monitoring and evaluating calls.
- **Developed and streamlined call center protocols** for better efficiency.
- **Led and mentored team members**, fostering a productive work environment.
- **Ensured efficient call handling**, reducing call wait times and improving service levels.

10TH (C.B.S.E),  
S.SD GIRLS SR.SEC SCHOOL  
2018 | NEW DELHI, INDIA

### Languages

- Hindi, English

### Skills

#### Back office

- Scheduling
- store management
- flexibility
- Problem -solving
- Time management

#### Personal

- Excellence in computer works.
- Good problem-solving ability and analytic skill to solve the problem efficiently.
- Good deliver output in less time without losing efficiency.

#### COMPUTER

- **Proficient in Microsoft Office** (Word, Excel, PowerPoint)
- **Strong Excel Skills** – Working knowledge of formulas, including **VLOOKUP, Pivot Tables**, and data analysis tools
- **Report Preparation & Data Management** using MS Excel and Word
- **Presentation Skills** – Creating professional PowerPoint presentations
- **Attention to Detail** in document formatting and spreadsheet accurac