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 problemsolving, 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

IENERGIZER PVT LTD

Has successfully completed the workshop customer service excellence.

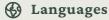
Professional Experience

Assistant Executive – Customer Service & Operations, IENERGIZER 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



• Hindi, English



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