

PRADHA THAPLIYAL

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CAREER OBJECTIVE: -

To gain and acquire the best of knowledge through continuous learning procedures and to hold together the mission and goal of the organization.

ACADEMIC QUALIFICATION: -

- 10th from Kendriya Vidyalaya in 2017
- 12th from Kendriya Vidyalaya in 2019
- B.com from DAV PG College in 2022

TOOLS/TECHNIQUES/ SKILLS: -

- Excellent communication skills, Problem-solving, Leadership skills, Teamwork.
- Highly organized and dedicated with a positive attitude.
- M.S OFFICE, Freshdesk, JIRA, Confluence, SharePoint, Microsoft Outlook, Teams

CO-CURRICULAR & EXTRACURRICULAR ACTIVITIES: -

- Listening to music, Travelling, Camping, Writing
- Part of a cultural Imperative within the organization and became a part of Corporate social responsibility (CSR).

WORK EXPERIENCE: -

SAGE PUBLISHING INDIA Pvt Ltd

Feb 2023 - Present

Designation: Executive- Customer services

Roles and Responsibilities:

- Handled Core task of Order Processing in the backend.
- Assisted customers via phone calls and emails on Fresh Caller and Freshdesk.
- Took care of monthly audit reports, book orders, journal orders, SP in-house orders, and role approvals, and responded to customers efficiently and promptly to achieve organizational goals and customer happiness.
- Managed customer subscriptions in the A2R application.
- Maintained the customer's account ledger and handled cancellations and refunds.
- Processed credit card orders in compliance with GDPR laws.
- Utilized various applications such as JIRA, Freshdesk, A2R

RUDRADHYAY.COM (Part-Time)**Oct 2023 – Present****PART TIME: Content Writer (Weekend work)**

- Hobbie turned as a part-time content writer for rudradhyay.com.
- Rudradhyay.com's is a dynamic start-up whose business revolves around providing customers with the purest and most genuine Gems, Rudraksha, and other religious products.
- Responsibilities include reviewing the products of the company, preparing brief well-structured drafts, and submitting work to editors for input and approval.

MY WORK FOR RUDRADHYAY:

1. <https://rudradhyay.com/collections/bracelets/products/rhodochrosite-stone-bracelet>
2. <https://rudradhyay.com/collections/bracelets/products/labradorite-stone-bracelet>
3. <https://rudradhyay.com/collections/bracelets/products/herkimer-diamond-bracelet-1>

XANADU International (Client: Espresa, Inc.)**May 2022 – Jan 2023****Designation: Operations Associate****Roles and Responsibilities:**

- Handling employee Payroll.
- Responding on time to employee queries.
- Communicating with the employees/clients through various channels.
- Proficient in data handling using MS Office tools and creating performance reports.
- Having a solution-oriented approach and focused on process improvement.

FIRSTCRY.COM**Jan 2021 –Apr 2022****Designation: Operations Associate/ Support Specialist****Roles and Responsibilities:**

- Respond to customers' inquiries relating to information, product functionality, and fault calls resolving as many queries as possible on the first interaction.
- Communicating with the customer through various channels (Emails and Calls)
- Support all team members by assisting with the process when requested.
- Track inquiry resolution progress and proactively outcall customers with a status update or resolution if queries cannot be resolved on initial interaction
- Worked as a Support Specialist from January 2022 to April 2022, took escalation calls, was involved in making discount coupons, and resolved issues by making a final decision for the refund process as per company policies.

DECLARATION: -

I hereby declare that all the Information provided by me is true to the best of my knowledge and belief.

(PRADHA THAPLIYAL)