



PROFILE

CONTACT

PHONE:
8447578795

EMAIL:
Skshshrm.387@gmail.com

HOBBIES

Parasailing
Paragliding
Reading books
Watching movies
Gardening
Driving

SAKSHI SHARMA

Customer success executive

EDUCATION

2019

D.El.Ed | Teaching
CCS University UP, Ghaziabad

2010

B. Sc | Computer Applications, zoology
CSJM University Kanpur, Kanpur, UP

WORK EXPERIENCE

Appy pie llp (customer success executive)

February 2022 - March 2023

Customer Service Executive Appy Pie LLP

- Serve as the first point of contact for customers • Handle customer inquiries and complaints
- Provide information about products and services • Process orders and returns
- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Managed all complex complaints, issues and problems to maintain customer satisfaction.
- Added value to customer purchases by upselling additional products and services.

March 2019 - May 2019

Teacher Intern Government Primary School, UP Government School I
Ghaziabad

- I have really enjoyed working with primary level students through my experience as a teacher,
- My successful completion of my internship in my diploma in elementary education has helped me to build my skills & implement to enrich the newbies for the betterment of their future.

Other certifications: -

*Beginners certificate in Chatgpt – Great learning

*Certification in Front end +Html (Beginners)- Great learning

*It tools certification from A level

*Young talent scientist Award

*It automation certification

*Short term course Certification in C++programming and Web development from IIT K.

References –

Personal :- Rajat Sharma (9560467607)

Professional:- Rohan Sharma (987166522)