

Miss SHRUTI SHUKLA

Email: shrutishukla243@gmail.com

Mob: +918855016283

CARRIER OBJECTIVE

To work in a challenging and creative environment and effectively utilize my skills to contribute towards the goals of the organization and gaining as much knowledge.

KEY SKILLS

- **Salesforce Admin**
- **HTML**
- **CSS**
- **JAVA**
- **SQL**
- **Digital Marketing**

WORK EXPERIENCE

Name of Organization : Gati Ltd Nagpur

Duration : From 28th February 2019 to 1st April 2020

Designation : Customer Service Associate

Role : Customer Service Associate

Location : Nagpur

RESPONSIBILITIES

- Worked as Customer Service Associate to resolve the logistics and business related queries of customers.
- I updated and resolved customer's shipment pick-up and delivery and to look after them while they are in transit till destination.
- I joined Gati in team for outbound calling project to inquire about deliveries of ecommerce shipments then I got promoted in frontline team to handle queries of ecommerce.

EDUCATION

- 2013-18 Bachelor of Engineering (Computer Technology) from ManoharBhai Institute of Engineering and Technology, Gondia with 6.85 C.G.P.A.
- 2012-13 H.S.C from D. B. Science College, Gondia, Dist. Gondia With 55.83%
- 2010-11 S.S.C from S.S.M.V. School, Gondia, Dist. Gondia With 60.60%

PERSONAL DETAILS

Name : Shruti Shukla
Father Name : Mr. Pramod Kumar Shukla
Mother Name : Mrs. Usha Shukla
Nationality : Indian
Date of Birth : 14th July 1995
Gender : Female
Language : English, Hindi, Marathi

DECLARATION

I have declare that the information above is true and correct to the best of my knowledge.

Shruti Shukla
(Applicant)