**MUSKAAN VAHORA**

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**SUMMARY OF QUALIFICATIONS**

* Motivated towards achieving set goals and deadlines in timely manner.
* Demonstrated effective communication and interpersonal skills, including excellent phone etiquette in order to, provide the highest level of customer service
* Ability to follow instructions well and manage duties independently requiring minimal supervision.
* Expertise in client services, account management and relationship-building.

**WORK EXPERIENCE**

**D-Mart shopping mall -***Gujarat****,*** *India* August 2020– December 2020

**Customer Service Representative**

* Resolved an average of 300 inquiries per week and consistently met performance benchmarks.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with team to quickly resolve customer complaints with appropriate action.

**EDUCATION**

**Diploma in computer engineering** August 2017 - August 2020

-Parul University

Gujarat,IN

**Diploma in computer programming** January2021 - Present

**–** Seneca College

Toronto,ON

**VOLUNTEER EXPERIENCE**

## Deepak Foundation social service organization May 2019–July 2020

* Participated in distributing food packets to nearby slums and orphanages during this covid 19 pandemic awareness program and led education awareness campaign in nearby slums and orphanage.
* Arranged awareness program in slums, showing how to save ourselves from corona virus.
* Coordination and management of all the agencies grief programs.
* Manage and update curriculum and provide ongoing education to the community

## Team Leader *- NEC (National Entrepreneurship Cell)* August 2018 - January 2020

* Leader of E-Cell (EntrepreneurshipCell) at Parul University .
* Performed and managed many activities to create awareness among college students about startups and entrepreneurship.
* Coordinated a team of volunteers and ensured that all the activates are performed properly.
* Arranged E- Talks by well-known startups for better understanding about entrepreneurship.
* As a team leader I worked on problems faced by students and tried to solve problems related to their particular startup.

**TECHNICAL SKILLS**

* Proficient in Microsoft Office suite (Word, Excel, PowerPoint)
* Basic knowledge of HTML, C++, JAVA , PHP , Python.
* Comfortable working in both Microsoft Windows 10 and windows 7.

**ACCOMPLISHMENTS**

## Received Scholarship for Admission in Parul Polytechnic Institution based on final grades in 10std , August 2017.

## Received gold medal and certificate for Academic Excellence at Parul Polytechnic Institution,2019.

## Received trophy by standing first in National Entrepreneurship challenge (NEC) held at IIT MUMBAI ,January 2020.

**LANGUAGE COMPETENCIES**

* English: Fluent (speaking, reading, writing)
* Hindi, Gujarati : native language

**INTERESTS AND HOBBIES**

* Traveling, Writing, Drawing, listening music and Cooking.
* Door-to-door canvassing for various organizations.
* Looking forward towards data science

**REFERENCES**

* Available upon Request