RUCHI SHARMA

Noida, 201009 | 8470070005 | ruchi.sharma301196@gmail.com

Summary

Adaptable personality with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation.

Experience

Greeter and Proctor   **02/2022 to Current**
British Council   **Noida, India**

- I am the Greeter & Proctor, Chief invigilator for IELTS Online Exam.
- I have also been cross skilled for 6 months and have worked with various European countries and have worked in Operations for English courses.
- I have expertised to check passports for various countries.

Customer Service Associate   **06/2019 to 11/2019**
Amazon   **Noida, India**

- I have worked for IN customers and handled both English/Hindi customers.
- I was part of Amazon Seller Team and used to handle cases with bulk orders.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.

Skills

- C/ C++ language
- HTML, Javascript
- PHP
- Strong work ethic

- Shift work experience
- Strong Communication Skills
- Experience of working with 12+ European Countries

Education

B.Tech: **Computer Science and Engineering**   **2019**
ABES Institute of Technology   Ghaziabad, UP

12th: **Science**   **2015**
Kendriya Vidhyalaya   Ghaziabad, UP

10th: **Science**   **2013**
Kendriya Vidhyalaya   Ghaziabad, UP

Hobbies

- Yoga, Gymnastics
- Reading Novels
- Watching Podcasts, interviews related to Geopolitical and international affairs.
- Travelling and exploring places,culture and people's lifestyle.

Accomplishments

- Admin for College Fest.
- Sports Admin for Zonal Competition.
- Captain of College Girls Basketball Team.
- Margdarshak Programme(Mentorship and Industrial Exposition) in final year.
- Project on machine Learning(online exam through face recognition).