



PREETI PAL

CUSTOMER SERVICE

Details

East Delhi

India

07982757152

preetipal573@gmail.com

Skills

Computer Skills

Adaptability

Customer Service

Ability to Work Under Pressure

Fast Learner

Languages

Hindi

English

Hobbies

Painting, Sketching

Profile

Energetic and optimistic customer service representative with 1+ years of experience assisting customers in solving complex issues. Keen to becoming a market leader through proven customer support skills.

Employment History

Client service, People strong, Delhi

AUGUST 2021 – DECEMBER 2021

Intern in People Strong for 4 months. Escalated payroll related concerns to the relevant departments according to people concerns.

Fund Raising Executive, WWF -India (world wide federation), Delhi

SEPTEMBER 2018 – DECEMBER 2018

Door to Door work to communicate people, and pitched for donation for saving wildlife.

Member Support Agent, Iksula, Delhi

APRIL 2022

Currently working as a Member Support Agent at Iksula for Etsy (an E-commerce American Company). I work in shipping department. Resolve Etsy seller's concern through Chat and Email. Concerns are related to tracking, shipping label, order's refund return, negative reviews, escalating other concerns to the relevant departments.

Education

12th, SKV Nehru Vihar, Delhi

MAY 2011 – JUNE 2012

Bachelor of Commerce, Delhi University, Delhi

MAY 2013 – NOVEMBER 2016

Graduated with Bachelor of Commerce from Delhi University

Courses

Computer Application, Lal bahadur Shastri Training Institute

2013 – NOVEMBER 2016

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