Pragya Roy

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# Objective

Looking to work in a dynamic organization Where I can contribute to driving More business and get an opportunity to grow my career

Always want to learn and growing

# Education

## July 2021

**Bachelor of Social Work**

The Maharaja Sayajirao University of Baroda

Grade B 71.4%

## April 2020

Second year of bachelor degree Grade C

69.5%

## April 2019

First year of bachelor’s degree Grade C

68.9%

## 2018

**SOS Hermann Gmeiner School**

## Central Board of Secondary Education

Faridabad Haryana

Class 12th 7.6

## 2016

**SOS Hermann Gmeiner School Class 10th**

Faridabad Haryana

CGPA-6.6

# Career Overview

**Customer Service Representative** JUNE 2021– PRESENT

## Engage Business Services Private Limited - Vadodara, Gujarat

* + Customer service Representative with over 2.5 years of work experience.
  + Ability to build rapport with customer
  + Ability To resolve customer queries via Phone and Email
  + Proﬁcient in customer service and compliance Management
  + Skilled in Customer enquiry management and service delivery
  + A team Player With excellent communication and conﬂict Resolution skills
  + Analyzing the need of the customers Providing solution to customer
  + Handling service, request and following Customer service policies
  + Re-solving the queries of the customer and maintaining customer service report
  + Answering Calls and providing the information to customers regarding the products and services
  + Providing training to new employees.
  + Overcoming objections of customer and taking Prompt actions
  + Responsible of retention of the customers and recording feedback of the customers
  + Providing feedback of customer to management for process improvement

# Skills

* + - Empathetic
    - Active Listener
    - Good analytical and planning skills.
    - Good Accuracy and attention to details.
    - Good problem analysis.
    - Good judgement according to the situation.

# Best Employee of the Month

* Certiﬁcate of appreciation of employee of the month for the month of June 2022

# Achievement

* 1.Vadodara municipal corporation certiﬁcate of social audit of shelter for urban homeless from 1 February 2019 to 15 February 2019 during Shaheri Samriddhi Utsav celebration under Deen Dayal Anthodia Yojana national urban livelihood Mission at UCD Project, Vadodara, municipal corporation.
* 2. Letter of appreciation for 7 day Rural camp prayas held at Kevdi , Chhota Udaipur in the month of October 2019, supported by UNICEF, India, country, Oﬃce, New Delhi.
* 3. Certiﬁcate of appreciation for successful completion of Gyanodadhi internship programme-edition 1, held from August 2019 to October 2019.
* 4. Certiﬁcate of completion for course in human rights 30 hours from 22 to 26 January 2020 under Dr BR Ambedkar chair, faculty of social work the Maharaja Sayajirao University of Baroda in collaboration with human rights, education, Association, Vadodara.
* 5. Letter of appreciation for Commitment, contribution and support to implement the programmed in Hanuman pura village at Waghodia taluka in Vadodara district of Gujarat.
* 6.Certiﬁcate of appreciation for completed the internship program from 19th October to 19 December 2020 at Praangan Education trust, a center for children with special education needs.
* 7. Certiﬁcate of internship for completing the virtual internship related to children with SEN from 30 March 2021 to 24 April 2021 at Praangan and educational trust.