

Preethaa Dutta

Empathetic | Good Communicator | Problem Solver

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CAREER OBJECTIVE

A dynamic and customer-focused individual having expertise in electronics field as well as passionate about assisting customers with various hardware and software related issues, with intuitive problem-solving skills.

EXPERIENCE

Customer Support Executive

You Are Awesome Store

- Responded to customer inquiries via email, phone, chat and placed their orders,
- Clarified customer's queries, provided technical support and solved their problems and doubts and generated invoice of each customer.
- Maintained customer's data and transactions in MS Excel database.
- Identified suggestions for product improvement based on customer feedback and insights.

Technical Content Writer

Mymegaminds

- Browsed various journal papers, websites and composed articles.
- Developed different projects and submitted those within the deadline.

SKILLS

TECHNICAL SKILLS

- Knowledge of Computer Applications
- Basic Computer Technical Knowledge
- Excellent Command over English
- Using Customer Service Software
- Handle a High Volume of Inquiries

SOFT SKILLS

- Spoken & Written Communication Skill
- Customer Handling Skill
- Collaborative & Problem Solver
- Excellent Interpersonal Skill
- Energetic & Quick Learner

PROJECTS

Advanced Military Ultrasonic Radar Monitor System

Academic Project

Jan 2022 to Apr 2022

- Innovated an Advanced Ultrasonic Radar, that warns us automatically by giving alert sound, whenever it detects suspicious object.
- Developed a tracking algorithm that determines the position and path of the object in real-time; achieved a 95% accuracy rate and decreased tracking errors by 60%
- It is launched by maintaining budget under Rs15,000, to reduce the risk of sudden attack by 90%
- **Tools & Technologies used** - Arduino-UNO, Ultrasonic Sensor (HC-SR04), Servo Motor (43R Servo), LCD (16*2), LED, Buzzer

EDUCATION

- B.Tech (ECE) 2018 - 2022
CGPA - 8.81
- Higher Secondary - 2017
Percentage - 73%
- Secondary 2015
Percentage - 82.42%

LANGUAGES

- English – Read, Write, Speak
- Hindi - Read, Write, Speak
- Bengali – Read, Write, Speak

CERTIFICATIONS

- Technical English for Engineers – NPTEL
- Enhancing Soft Skills and Personality - NPTEL

ACHIEVEMENTS

- Collaborated with the team of 15 members to organize webinars as acampus ambassador during the period of November 2020 to January 2021.
- Awarded 1st prize in presentationcompetition held in the second year of college.
- 1st prize in recitation competitionheld in 10th class.