

Preethaa Dutta

Empathetic | Good Listener | Communicator

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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.

EDUCATION

Qualification	Institute	Aggregate % / CGPA
Graduation	UEM, Kolkata	8.81
12th	Holy Child Institute	73%
10th	Holy Child Institute	82.42%

KEY SKILLS

Soft Skills:

- Excellent Communication Skill in English, Hindi, Bengali
- English email or chat template writing
- Good Interpersonal skills with problem solving approach
- Ability to Interact and Collaborate with team members

Technical Skills:

- Customer handling skill via phone, email and chat
- Basic Computer Skill (MS Word, MS Excel, MS PowerPoint)
- Well versed in working with computer, Google, E-mail operations

ACHIEVEMENTS

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

CERTIFICATIONS

- Customer Relationship Management by Great Learning Academy, 2023
- Enhancing Soft Skills and Personality by NPTEL in April, 2019
- Smart English for Professionals by Great Learning Academy, 2023

HOBBIES

- Recitation
- Writing Poems