

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.

Human Resource Intern

Shine Projects

- Posted job vacancy in various platforms like Naukri, Indeed etc.
- Called candidates as per the data given by company and let them know about the vacancy.
- Screened resumes and scheduled offline interviews.

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:

- Spoken & Written Communication Skill in English, Hindi & Bengali
- Listener, Team Player & Empathetic
- Conflict Resolution, Decision-making Skill
- Collaborative & Problem Solver
- Excellent Interpersonal Skill
- Energetic & Quick Learner

Technical Skills:

- Knowledge of Job Vacancy Posting
- Basic Computer Technical Knowledge
- Candidate Searching, Resume Screening
- Analytical Skill

ACHIEVEMENTS

- Received a letter of appreciation from the CEO of Shine Projects for my dedication as a HR intern.
- 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.

CERTIFICATIONS

- Human Resource Management by Great Learning Academy, 2024
- Enhancing Soft Skills and Personality by NPTEL in April, 2019
- Smart English for Professionals by Great Learning Academy, 2023

HOBBIES

- Recitation
- Writing Poems