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, seeking to join a dynamic team as a technical support representative.

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 and maintained customer's data and transactions in MS Excel database.
- Identified suggestions for product improvement based on customer feedback and insights.

Web Developer

Webgrity

- Converted PSD templates to scalable, responsive websites.
- Checked for cross browser compatibility and fixed all bugs and submitted projects within deadline.

Technical Content Writer

Mymegaminds

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

SKILLS

TECHNICAL SKILLS	SOFT SKILLS
• Knowledge of Computer Applications	• Spoken & Written Communication Skill
• Basic Computer Technical Knowledge	• Customer Handling Skill
• Excellent Command over English	• Collaborative & Problem Solver
• Respond Customers via Email & Calls	• Excellent Interpersonal Skill
• Handle a High Volume of Inquiries	• 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.
- **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.