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| **Preethaa Dutta**  Empathetic | Good Communicator | Problem Solver | +91 7980662353  [preethaa.dutta@gmail.com](mailto:preethaa.dutta@gmail.com) https://github.com/preethaadutta [www.linkedin.com/in/preethaadutta](http://www.linkedin.com/in/preethaadutta) |

**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**

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| **TECHNICAL SKILLS**   * Knowledge of Computer Applications * Basic Computer Technical Knowledge * Excellent Command over English * Respond Customers via Email & Calls * 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.
* **Tools & Technologies used -** Arduino-UNO, Ultrasonic Sensor (HC-SR04), Servo Motor (43R Servo), LCD (16\*2), LED, Buzzer

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| **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 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.