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

**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.

**Telecaller**

Shine Projects

* Called candidates as per the data given by company and let them know about the vacancy.
* Screened resumes and scheduled offline interviews.

**EDUCATION**

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| **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
* Customer Handling Skill
* Collaborative & Problem Solver
* Excellent Interpersonal Skill
* Energetic & Quick Learner

**Technical Skills:**

* Knowledge of Computer Applications
* Basic Computer Technical Knowledge
* Excellent Command over English
* Client Convincing Skill
* Respond Customers via Email & Calls

**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