|  |  |
| --- | --- |
| **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.

**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