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

**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**

* 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