

# PRIYANKA DE

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Location: **Mumbai, India** | Contact: **+91 8104289167** | Email: **priyankade71297@gmail.com**  
**MBA in Business and Process Excellence, E- Commerce and Logistics**

## PROFESSIONAL SUMMARY

Motivated and detail-oriented MBA candidate specializing in E-commerce, Logistics, and Business Process Excellence with a strong foundation in finance and digital marketing. Proven experience in customer service, data analytics, and project execution. Known for clear communication, analytical thinking, and delivering customer-centric solutions.

## EDUCATION

**MBA – Business & Process Excellence, E-commerce & Logistics**

Ajeenkya D Y Patil University, Pune, 2025

**M. Com – Commerce & Accountancy**

University of Mumbai (HBSU), 2021

**B. Com – Commerce & Accountancy**

University of Mumbai, 2019

## WORK EXPERIENCE

**Customer Service Associate – IDBI Bank** | Feb 2023 – Aug 2023 | Mumbai

- Resolved diverse customer queries, ensuring high satisfaction.
- Managed order processing, returns, and exchanges accurately.
- Handled complaints and executed efficient resolutions.

## PROJECTS

**Loan EMI Calculator Project**

- Designed a customizable EMI structure calculator for variable loan components including tenure, rate, and payment schedule.

## SKILLS

- Technical: Microsoft Excel (Advanced), MS Office, Data Analysis, Digital Marketing
- Soft Skills: Communication, Time Management, Attention to Detail, Critical Thinking, Problem Solving
- Business: Customer Experience, Project Management, Process Optimization, Revenue Recognition

## INTERESTS

Traveling | Gym | Dancing | Shopping