KATIKA SATISH

PROFILE

I am a dedicated and passionate Hindi language educator with a strong commitment to fostering linguistic proficiency and cultural appreciation among students. Possesses excellent communication skills, a deep understanding of Hindi grammar, literature, and pedagogy, and the ability to create engaging and inclusive learning environments. I am skilled in designing curriculum, implementing innovative teaching methodologies, and assessing student progress to ensure academic excellence. Adept at integrating technology into language instruction and promoting holistic development through interactive and student-centered approaches. Committed to nurturing a love for the Hindi language while maintaining high standards of professionalism and integrity.

CONTACT

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HOBBIES

Arts & Drawing
Book reading
Playing Basketball

EDUCATION

Degree BSC (60%) – Biotechnology
Sri Sai Degree College **2018 - 2021**

HSC Intermediate (60%) – 2016 – 2018

SSC (80 %)– 2015 - 2016

WORK EXPERIENCE

Soft-Tech Technologies Pvt Ltd (2021-2022)
Provided timely and effective assistance via email, chat, or phone for product-related concerns and technical problems. Educated customers on software features, updates, and best practices to enhance user experience and satisfaction.

Teleperformance (2022-2023)
Diagnosed and resolved customer problems promptly to minimize downtime and maintain business continuity. Escalated complex issues to relevant teams and collect customer feedback to improve product quality and support processes.

SKILLS

- Excellent verbal and written communication
- Strong problem-solving and analytical skills
- Proficiency in CRM tools (e.g., Salesforce, Zendesk)
- Ability to handle escalations and resolve conflicts
- Time management and multitasking under pressure
- Technical troubleshooting and product knowledge
- Empathy and customer-centric approach
- Adaptability to new technologies and processes
- Data entry accuracy and documentation skills