

# Sakshi Narang

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## EXPERIENCE

### CONCENTRIX | ASSOCIATE (CLIENT: AMAZON)

July 2024 – Present | Noida, UP

- Assisted customers on the Amazon chat platform by delivering prompt technical support and guiding them through platform functionalities.
- Leveraged advanced tools to access customer accounts, analyze inquiries, and provide tailored solutions for effective issue resolution.
- Diagnosed and troubleshooted technical issues, implementing solutions to ensure seamless customer experiences.
- Generated and escalated tickets for unresolved issues, collaborating with appropriate teams to expedite resolutions.
- Ensured exceptional customer satisfaction by adhering to Amazon's operational standards and delivering high-quality service under Concentrix.

### GATE TRINITY | TECHNICAL SUPPORT AND BACK OFFICE MANAGER

February – July 2024 | Kanpur, UP

- **Enhanced:** Managed community post for a 30% engagement boost, fostering a connected and informed student community.
- **Analyzed Data Reports:** Analyzed logs, automated data extraction, and visualized reports effectively.
- **Utilized:** Managed typing tasks with accuracy, supporting channel management smoothly.

## PROJECTS

### SHARECARE - STUDY ROADMAP

Jan 2022 – June 2022

- Created a platform to enable students to upload, access, and share educational notes, fostering collaborative learning.
- Students can upload their notes, which are made accessible to others for learning purposes.
- Search Functionality: Easy-to-use search feature to help students find relevant notes quickly.
- Built a website with HTML, CSS, JavaScript, Python, Django, and SQLite under the guidance of my Project Manager.
- Promoted community-driven learning, enhancing resource sharing and collaboration among students.

### E-SHOP

May 2024 – July 2024

- Implemented a product catalog with categories, descriptions, and pricing for easy browsing.
- Integrated user authentication for secure login and account management.
- Developed a shopping cart and checkout system with payment gateway integration.
- Technologies Used: Python, Django, HTML, CSS, JavaScript, SQLite.

## EDUCATION

### MASTERS OF COMPUTER APPLICATION

Dec 2022 - July 2024 | Kanpur, UP  
CGPA: 8.43 / 10.0

### BACHELOR OF COMPUTER APPLICATION

May 2019 - June 2022 | Kanpur, UP  
CGPA: 8.39 / 10.0

## SKILLS

### PROGRAMMING

Python, JavaScript

### TECHNOLOGY

HTML5

CSS3

JavaScript

React

SQL

Git/Github

## TECHNICAL TOOLS

Microsoft Office

Microsoft Excel

Amazon AC3

Amazon Chime

## STRENGTHS

Leadership Abilities

Cooperative

Keen Learner

Flexibility and Ability

Critical Thinking

## LINKS

Github: [sakshi0204](#)

LinkedIn: [sakshinarang](#)