

Priya BaratDaw

Customer Support Voice and Technical

I am an Authorized Permanent Residential of Mexico. As a customer support analyst dedicated to providing top of the line customer service. Organized, detail oriented, and a self starter. Dedicated to my work and providing customers with careful consideration and support.



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WORK EXPERIENCE

ITC Program Specialist Labcorp Drug Development

05/2022 - Present Mexico, Mexico City

Achievements/Tasks

- Collecting info for Insurance of patients for Botox injections and Surgery.
- Technical Support for inhouse tools
- Customer Support Voice , chat and mail
- Working on a project BOTOX ONE
- Worked in Salesforce, talkdesk, Siebel

Generalist Customer Support Voice and Technical Teletech Mexico

06/2020 - 04/2022

Achievements/Tasks

- Greeted customer with a friendly and helpful attitude.
- Carefully and accurately solve customer issues.
- Worked with other employees to ensure smooth processes.
- Focused on being punctual, hardworking, and reliable.
- Assisted with displays and offered ideas to increase product appeal.

EDUCATION

Bachelor of Education in Mathematics Vinoba Bhave University, Hazaribagh (INDIA)

07/2015 - 02/2018

Courses

- MATHEMATICS

Master of science in Mathematics Vinoba Bhave University, Hazaribagh (INDIA)

03/2012 - 05/2015

Courses

- MATHEMATICS

SKILLS

Agile skills

Advanced English

Customer service skills

Complex problem solving

Microsoft Office

TELECOMMUNICATION

TECHNICAL SUPPORT VOICE

WORKDAY

SALESFORCE

Outlook

ACHIEVEMENTS AND CERTIFICATIONS

First prize as INDIAN CLASSICAL MUSIC

Pracheen Kala Kendra, Chandigarh, India

First prize at high level ART AND CRAFT

Certified on Business Analytics with Excel
(02/2023 - Present)

<https://simpli-web.app.link/e/ygYzfhuHoxb>

HONOR AWARDS

First prize as INDIAN CLASSICAL MUSIC

Pracheen Kala Kendra, Chandigarh, India

First prize at high level ART AND CRAFT

Bangiya Sangeet Parishad, West Bengal India.

Para el nivel INTERMEDIO de ESPANOL PARA
EXTRANJEROS (03/2020 - 03/2021)

Learn Basics of Spanish language from the institution name THE
CONNECTION BUSINESS CENTER for basic communication

LANGUAGES

ENGLISH

Native or Bilingual Proficiency

HINDI

Native or Bilingual Proficiency

SPANISH

Elementary Proficiency

BENGALI

Native or Bilingual Proficiency