*PREETI PARCHA*

190/A-4, Basant Lane, New Delhi - 110055 · 9958158466 [parchapreeti657@gmail.com](mailto:sparshabahuguna6@gmail.com)

Customer service representative with four years’ experience providing excellent services to customers in a dynamic work environment. Good communication skills, good interpersonal skills and fast in resolving customer complaints with excellent problem- solving skills

# EXPERIENCE

*Have 1 year of experience in* ***APPLE Service Center*** *as Customer Service Executive (Front Office), Face to Face Customer handling and closing the complaints and Sales as well.*

**07*-Dec-2017 – TILL THE DATE***

***CUSTOMER SERVICE EXECUTIVE, FRANKFINN AVIATION SERVICES PVT. LTD.***

*KEY RESPONSIBILITIES :- .*

*1)- CALLING FOR THE FEEDBACK.*

*2)- WORK ON COMPLAINT HANDELING PORTAL.*

*3)- ESCALATE THE ISSUES/COMPLAINTS.*

*3)- COORDINATE WITH THE DIFFERENT TEAMS FOR RESOLVING THE COMPLAINTS.*

*4)- SCREENING PROCESS (RECRUITMENT PROCESS FOR EMIRATES)*

*5)- CLOSURE CALLING (RESOLVING AND CLOSE THE COMPLAINTS)*

*6)-COUNSELLING OF STUDENTS*

* ***EDUCATION***

***R.M.ARYA GIRLS SR SEC SCHOOL, C.P. NEW DELHI.***

* *10th (Secondary) from CBSE Board, Delhi. 2012.*
* *12th (Sr. Secondary) from CBSE Board, Delhi. 2014.*
* *Pursuing B.A. Programme 3rd Year(Graduation)*
* *DATA ENTRY Course from NIIT.*



# SKILLS

*CRITICAL THINGING*

* + *PROBLEM SOLVING*
  + *CUSTOMER SERVICE*
  + *TEAMWORK SKILLS*
  + *ACTIVE LISTENING*
  + *DECISION MAKING*
  + *MANAGEMENT*

# PERSONAL INFORMATION

* + ***Father’s Name*** *- MR. ANOKHE LAL*
  + ***Nationality*** *- Indian*
  + ***Religion -*** *Hindu*
  + ***Language Known -*** *Hindi & English*
  + ***Gender -*** *Female*
  + ***Marital Status –*** *Single*

## I hereby declare that the details and information given above are complete and true to the best of my knowledge. ...

*(PREETI PARCHA)*



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