

# Naveen Sangwan

E-mail : naveenmirchu@gmail.com

Phone : 7015399929

Address: C-38, 2nd floor, West Patel Nagar, Pin-110008

## Work experience

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### Flipkart

Aug 2020 — sep 2021

#### Customer Relation Manager

- Problem-solving skills
- Confidence, patience,
- Politeness,
- Tact and diplomacy when dealing with difficult situations.
- Motivational Leader
- An ability to supervise and lead a team of customer service assistants.
- Creative thinking,
- Able to come up with new ideas to improve customer service standards.

### Alar Academy

March 2017 — June 2019

#### Customer Executive

Persuasive Speaking Skills.

Think of the most persuasive speaker in your organisation.

Empathy.

Adaptability. ...

Ability to Use Positive Language.

Clear Communication Skills.

Self-Control.

Taking Responsibility.

Patience.

## Education

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### B.A.

May 2011 — July 2014

#### M.D.U

- English.
- Sociology.
- Journalism and Mass Communication.
- Philosophy.
- Psychology.
- History.
- Political Science.
- Education/Physical Education.

70% percentage

# Interests

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- Volunteering and community involvement.
- Writing.
- Marketing.
- Learning languages.

# Skills

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- Computer proficiency.
- Leadership experience.
- Communication skills.
- Organizational know-how.
- People skills.
- Collaboration talent.
- Problem-solving abilities.