

EDUCATION

- **Chandigarh Group of College, Landran** Aug 2019 – July 2021
Master of Computer Application GPA : 8.79
- **Translam College of Education, Meerut**
Bachelor of Computer Application GPA : 8
- **NMIC**
12th Grade (UP) 78% | 2016
10th Grade (UP) 85.6% | 2014

Work Experience

Customer Care Executive

Flipkart – Teleperformance September 2020 - January 2021

- Helped resolve a product complaint by analyzing reports and identifying a major issue.
- Answered product and service questions and offered information on related products and services.
- Maintained a customer account information database (incl. cancelling and updating customer accounts.)
- Placed and cancelled an average of 200+ orders weekly from customers, distributors, and agents.
- Developed highly empathetic and earned reputation for exceeding service standard goals.

Customer Care Executive

YOMOYO BLOSSAM TECHNOLOGY March 2021- November 2021

- Answered service-related questions and offered information on related services.
- Helped resolve a loan complaint by analyzing reports and identifying a major issue.
- Maintained a customer account information database.
- Developed highly empathetic and earned reputation for exceeding service standard goals.

ACHIEVEMENTS

- **Wrote a chapter about RPA technology** in International Conference on Latest Trends in Innovation Volume III and get certified.
- **Wrote a Poem in the book entitled Abhilasha** and got certification as INTERNATIONAL PUBLISHED POET 2022 and get certification for same.
- Certified in **“AWS Migration Ambassador Foundation (Business).”**
- Certified in **“Agile Software Development”** by University OF MINNESOTA.
- Participated in **IBMHackChallenge2020 and get certification of top 15 members.**
- Actively participation in cultural and technical events in previous organization.

Hobbies/Interest

- I love dancing so much it gives me peace and pleasure.
- I relax by reading holy books. When I have some spare time, I write poetry and story.
- I'm a creative girl, and like doing art and craft.

SKILLS

- Computer Proficient & MS Office proficiency
- Written and verbal Communication
- Customer Satisfaction
- Creative Problem Solving
- Handle the query of customer