



# Prachi

## Negi

Working Professional

### EXPERIENCE

07/2022-06/2024

#### Analyst III Customer Representative

*DXC Technology*

- The Role involves handling Inbound calls and collaborated with 30+ customers per shift.
- Acting as a first point contact to resolve the issues related to password/access/request etc issues.
- Accomplished successful call rates at highest level within company & Interact with Clients Internally and Externally.
- Consult and provide assistance to Clients and providing resolution.
- The role also involves standardization of processes, documentation, analysis of technical issues and research solutions.

### EDUCATION

04/2016-03/2017

**10th**

**93%**

*Army Public School Hempur*

04/2018-03/2019

**12th**

**88%**

*Army Public School Hempur*

08/2019-06/2022

**Bachelor Of Commerce(Hons)**

**92%**

*Guru Gobind Singh Indraprastha University*

01/2023-02/2024

**Post Graduate Diploma In Public accounting**

**4**

*All India Management Association*

08/2023-Present

**Master Of Business Administration**

**N/A**

*Manipal University Jaipur*

### CERTIFICATES

01/2024-Present

**Introduction to Data Analytics**

*IBM*

01/2024-Present

**Creating Accounting Statements Using Accounting Fundamentals**

*Coursera*

01/2024-Present

**Excel Basics**

*IBM*

### OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

### CONTACT



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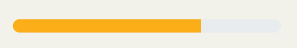
<https://www.linkedin.com/in/prachi-negi-67741b18b>



4/12 Kabul Line, Delhi Cantonment, 110010, Delhi, India

### SKILLS

MS Office including MS Excel, Powerpoint



Communication Skills



Decision Making & Problem handling



Management Skills



### AWARDS

FY23 Q4 Champs Award

06/2023

*Dxc Technology*

FY22 H2 Collaborators Award

05/2023

*Dxc Technology*

Secured 1st position in Command Level Badminton Competition throughout the school years.

11/2018

*Army Public School Hempur*

Active participant in Debate, Anchoring and exhibitions at Army School functions.

03/2017

*Army Public School Hempur*

### LANGUAGES

English

Professional Proficiency

Hindi

Native Proficiency

### HOBBIES

Participating in Extempore/Verbal activities

Debate

Playing Badminton