

PROFESSIONAL SUMMARY

A hardworking and dedicated professional with a positive attitude. Passionate about learning, with a focus on gaining new skills and knowledge. Seeking to further develop my career in a dynamic work environment where I can contribute to organizational growth while enhancing my skills and expertise.

EDUCATION

Bachelor of Arts
Delhi University | 2017 – 2020
12th
NIOS Board | 2016-2017

SKILLS

- Customer Service
- Operation Management
- Excel
- Mailing
- Sales

HOBBIES

- Watching YouTube
- Watching Cricket

PROFESSIONAL EXPERIENCE

Academic Counselor

India Today Media Institute | March 2024 – Present

- Responsible to make calls on provided leads.
- Helping students to choose right media course according to their interest.
- Maintaining students records.

Education Counselor

Sookshm Business Services pvt. ltd. | July 2023 – January 2024

- Worked in the process of Upgrad abroad.
- Responsible to make calls via CRM to students who have shown interest in abroad studies.
- Guided students in academic planning based on their strengths and weakness.
- Managed student inquiries through calls and maintained data for efficient record keeping.

Chat Support Executive (Teammate)

TaskUs | March 2022 – November 2022

- Worked in a US process name (Doordash) as a chat support executive.
- Responsible to give resolution to Delivery executive in designated timeline via chat and call.
- Responsible to maintain AHT (average handling time) and CSAT.

Fraud Analyst

Concentrix | February 2021 – November 2021

- Worked in Onfido Process as a Fraud Analyst
- Responsible to Check and flag the Fraud documents in CRM, Ex: National Identity Card, Passport, Visa, etc.
- Responsible to flag the documents within the designated timeline.
- International process.