

# Muskan Khan

Gurgaon, Haryana

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## Objective

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

## Experience

- Guardian Group - Bellavita and GNC** 13th May 2024 - Currently Working  
Senior Executive- Customer Experience  
Handling all the customer escalations and analyzing feedback. Working closely with various departments to align on customer-centric goals, using data-driven insights to drive continuous improvement and resolve complex issues effectively.
- College Dekho** 1st April 2023 - 7th May 2024  
Senior Executive  
Handling all the queries of the students and their parents and interacting with the students through counselling for the right college and course on the basis of their skill set.
- College Dekho** 21st March 2022 - 31st March 2023  
Executive  
Interacting with the students through counselling for the right college and course on the basis of their skill set.

## Education

- MBA HR** 2022 - 2024  
Narsee Monjee Institute of Management Studies (NMIMS), Mumbai  
68%
- BA Programme** 2019-2022  
Delhi University  
6.43 CGPA
- Senior Secondary** 2019  
NIOS Board  
73%
- Secondary** 2017  
CBSE Board  
9.4 CGPA

## Skills

- Active listening
- Quick learning
- Decision making
- Positivity

## Interests

- Exploring Different places

## Languages

- English
- Hindi

## Personal Details

- Date of Birth : 12/01/2002
- Marital Status : Unmarried
- Nationality : Indian
- Gender : Female
- Father's Name : Ismail Khan