

## **CURRICULUMVITAE**

**Name** : Pratiksha Pandey  
**Current Address** : 35, DLF Phase 3, Sector 24,  
Gurugram, Haryana - 122002  
**Email Id** : pratikshagkp11feb@gmail.com  
**Mobile No** : +91 7440992766

### **CAREER OBJECTIVE:**

To pursue a successful career, acquire knowledge and use the same for the success of the organization. I want to succeed in an environment of growth and excellence to meet personal and organizational goals. Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge and leverage my learning's

### **PERSONAL DETAILS:**

❖ Father's Name : Mr. Shriman Pandey  
❖ Date of Birth : 11/02/1999  
❖ Gender : Female  
❖ Nationality : Indian  
❖ Marital Status : Unmarried  
❖ Language Known : Hindi & English

### **SUMMARY OF QUALIFICATION:-**

- ❖ 10<sup>th</sup> Passed From CBSE Delhi in 2014.
- ❖ 12<sup>th</sup> Passed From UP Board Allahabad in 2016.
- ❖ B.A. Completed from D.D.U. Gorakhpur University, Gorakhpur in 2019.

### **PERSONAL SKILLS:-**

- ❖ Positive attitude.
- ❖ Hard & smart working confidence.
- ❖ Efficient team member, bearer of positive attitude.
- ❖ Ambitious and self-motivated.
- ❖ Opportunity observer and good user.

**WORK EXPERIENCE:-**

**Organization** : One Point One India Pvt. Ltd.

Duration : 18 July 2018 till 31 August 2019

Designation : Joined as a Customer Response Executive (CRE),

Job Roles :

- ❖ Helping customers related to billing and up selling new Connection and Creating Leads for Further Process.
- ❖ Providing Support Over the call for Inbound Customer query and simultaneously maintaining record sheets and database

**Organization** : Frankfinn Institute of Air Hostess Training

Duration : 19 Feb 2020 to 23 Aug 2022.

Designation : Joined as a Tele Counselor

Job Roles :

- ❖ Follow up with the students in a timely manner to know the status of their Seminars in Frankfinn and maintaining regular attendance and to arrive to work on time, with working on a real time data base provided by the company itself.
- ❖ Tracking all Inbound and outbound Database calls and providing footfalls and Leads to the company at a Timely manner.

**Organization** : Ferns N Petals Pvt. Ltd.

Duration : 09<sup>th</sup> October 2023 to 10<sup>th</sup> March 2024

Designation : Customer Service Specialist

Job Roles :

- ❖ Handling and resolving customers complaints in a professional and empathetic manner.
- ❖ Responding to customer enquiries and providing information about our products.
- ❖ Maintaining a high level of customer satisfaction through effective communication and problem-solving.

**Place: Gurugram**

**Date: ...../...../2023**

**PRATI KSHA PANDEY**