

# **Prerna**

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Date of Birth: May/25/1999

Location: Rama Park, Mohan Garden, Dwarka Mor New Delhi - 110059

## **Career Objective**

- I aim to contribute my expertise and education to a dynamic role within a company, where I can not only drive the company's success but also nurture my own professional growth through outstanding performance

## **Work Experience**

### **Flipkart**

#### **Administrator**

**Duration:** August 2023 to December 2024

#### **Work Exposure**

- Managed a high volume of inbound calls (60-70 calls per day) from customers regarding various issues such as product inquiries, order status updates, delivery concerns, and returns.
- Responded to customer emails, providing assistance and resolution to their queries or concerns.
- Specialized in resolving payment-related issues for customers, including payment failures, refunds, and transaction discrepancies.
- Effectively identified and resolved customer issues, employing critical thinking and problem-solving skills to address challenges efficiently.
- Actively participated in training sessions and coaching programs to enhance product knowledge, communication skills, and customer service techniques, contributing to personal and team development.

## **Academic Qualification**

<b>Standard</b>	<b>School/University</b>	<b>Year of Passing</b>
Graduation	University Of Delhi	2019
XII	C.B.S.E Board Delhi	2016
X	C.B.S.E Board Delhi	2014

## **Additional Certification**

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- **Basic Computer Knowledge (Mail,Ms Excel,Ms Word,Ms power Point)**

## **Strengths**

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- Disciplined and Hardworking
- Keen learner
- Active listener
- Comfortable team worker

## **Computer Proficiency**

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- Well adequated with M.S. Office including excel, word & power point presentation.
- Working experience of Accops hysecure (software)