




# Mrs. Mahak Chhabra

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8882406258   
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## ABOUT ME

Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

## EXPERIENCE

### **CUSTOMER SUPPORT REPRESENTATIVE** **WIPRO** JULY 2023 - PRESENT

- Customer service through chats, calls and emails for the health and welfare department.
- Resolve customer complaints and queries in a professional and courteous manner.
- Perform daily customer service related tasks such as data entry.
- Actively maintain and update customer accounts.
- Work in a team environment to ensure customer enquiries are answered promptly and accurately.
- Contribute to continuous process improvement by identifying and proposing new solutions.
- Uphold the company's values and maintain a positive and professional attitude at all times.

## EDUCATION

- **MASTER OF COMMERCE**  
JUNE 2017 – MAY 2019  
M.J.P. Rohilkhand University, Bareilly
- **BACHELOR OF COMMERCE**  
JUNE 2014 – MAY 2017  
M.J.P. Rohilkhand University, Bareilly

## TRAININGS & PROJECTS

- Connected Leadership
- People and Soft skills for Professional and Personal success
- Excel Deep-Dive
- Created marketing content using Canva for all the social media channels of Marketing Empress - A platform to facilitate marketing professionals in laying good foundation of marketing

## SKILLS

Teamwork and Collaboration

Problem-Solving

Multitasking

Leadership Skills

Employee Relations

Time Management

Analytical Skills

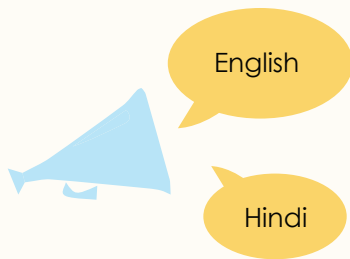
MS Office

Ability to work under pressure

Canva

Excellent written and verbal communication

## LANGUAGES



## EXTRA-CURRICULARS

- District, State and National Gold Medalist in Dance.
- Official Member of Moradabad Dance Sports Association.

## INTERESTS



Dance



Workout



Travel



Movies & Series



Fashion



Music

