

Shakshi Singh

Volunteer || Self-assured

As a recent post-graduate, I am seeking a role which allows me to continue learning and perfecting my skills.

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EDUCATION

MBA

Kurukshetra University,

07/2022 - 06 / 2024

Thanesar Haryana

Marks

- CGPA - 8.1 / 76.95

BBA (HRM)

Maharishi Markandeshwar Deemed to be University

07/2019 - 05/2022

Ambala, Haryana

Marks

- CGPA- 8.6 / 81.7%

Senior Secondary High School M.L. College

04/2016 - 04/2019

Saran, Bihar

Marks

- Percentage - 74.2

WORK EXPERIENCE

Customer Support Executive

Heaven Merchants Private Limited

07/2021 - 02/2022

Gurgaon

(7 Months)

Achievements/Tasks

- Overseeing the customer service process,
- Resolving customer complaints,
- Possessing excellent product knowledge to enhance customer support.

SKILLS

RDBMS

Marketing Skills

Customer Service Skills

Self-Confident

MS Office

Problem Solving

Business Intelligence & Analytics

Team Leading

Analytical skills

Multi-tasking

Data Analysis

Communication

INTERNSHIPS

Policy bazaar (07/2022 - 08/2022)

- Providing customer service and technical support
- Working to meet or exceed assigned targets
- Learning about product & understanding customer needs.

Heaven Merchant Pvt. Ltd. (07/2021 - 02/2022)

- Solve customer queries and their doubts
- Identify the problem
- Write reports, analyze data and update the reports.

CERTIFICATES

TCS iON Career Edge- Young Professionals
(08/2022 - 09/2022)

A course consisting of Corporate Actions Etiquettes.

ACHIEVEMENTS & AWARDS

Best Coordinator Award

Certificate of appreciation in the field of skill development

Certificate of participation in Literacy Speaking

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Bhojpuri

Full Professional Proficiency

INTERESTS

Volunteering & Community Involvement

Interacting with People

Sports