



# PREETI MISHRA

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## PROFILE

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To work sincerely in challenging and competitive environment in the field of management and simultaneously contributing to the overall growth of organisation. Willing to learn and apply my knowledge to practical situation, self confidence and ability to work independently and contribute within a team working environment.

## WORK EXPERIENCE

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- **Concentrix Private Ltd (Nov 2023 to Present)**

Senior Associate

- Maintained strict confidentiality of all client information in compliance with industry regulations.
- Managed time effectively by prioritizing tasks according to urgency or importance level while delivering high-quality results consistently.
- Achieved target speed, volume and accuracy performance benchmarks each week.
- Defused tension and supported team members in developing resolutions to address negative guest shopping experiences.
- Minimized escalations with skilled handling of emails.
- Maintained customer communication records and account notes on database.
- Composed quality assurance surveys to gather feedback from customers.
- Analyzed email volume and average email handling time to monitor performance and productivity.

- **Radical Minds (Sept 2022- Feb 2023)**

Executive

- Handled SOS process for Zomato. Provided medical treatments for delivery partners who met with an accident during delivery.
- Maintained follow ups with the delivery partners who met.

## HOBBIES

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- Crocheting
- Doodling
- Crafting

## CONTACT

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✉ mishrapreeti336@gmail.com

📍 U block, dlf phase 3, Gurgaon, Haryana

## EDUCATION

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2018-2021

**RANCHI UNIVERSITY**

- Bachelor in Business Administration

2015-2018

- I.COM from Jharkhand Academic Council Ranchi with 62%

2015

- Matriculation from Guru Nanak Public School with 84%

## SKILLS

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- Teamwork
- Time Management
- Leadership
- Effective Communication
- Analytical skills

## LANGUAGES

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English  
Hindi