

CURRICULUM VITAE

Prachi Bhardwaj

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Objective

A dedicated and multilingual Customer Support Executive with over a year of experience in delivering high-quality customer service in fast-paced environments. Skilled in resolving customer issues, managing queries, and maintaining satisfaction levels through effective communication and problem-solving. Seeking to leverage my skills in customer service while continuing to grow professionally in a supportive environment

Professional Experience

Customer Support Executive Taskus | August 2022– Present

- Handle customer queries via email and chat with professionalism.
- Provide clear and concise resolutions while maintaining a high level of customer satisfaction.
- Collaborate with cross-functional teams to ensure smooth operations and quick problem resolution.
- Keep up-to-date with new product information to provide accurate responses

Customer Support Executive Teleperformance | August 2021 – August 2022

- Resolved over 100 customer complaints weekly, maintaining a 95% customer satisfaction rating.
- Worked effectively in a team to handle high volumes of inquiries in a fast-paced environment.
- Managed customer data with care, ensuring all records were updated accurately.
- Provided support in both Hindi and English, increasing service accessibility for a wider range of customers.

Education Qualification

- MA in Environmental Science - Indira Gandhi National Open University (Ongoing)
- BA Program - Delhi University (School of Open Learning)
- 12th passed - UK Board (2019)
- 10th passed - UK Board (2017)

Additional Qualification

- Training in Electronics Service and Training Centre
- Completed two levels in Chinese language - Meiyu Chinese Language Centre
- Learning Spanish - Instituto Cervantes

Skills

- Customer Support
- Communication in Hindi and English
- Problem Solving
- Team Collaboration
- Multitasking

Personal Details

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|------------------|---|
| ○ Name | Prachi Bhardwaj |
| ○ Father's Name | Dinesh Bhardwaj |
| ○ Date of Birth | 05-02-2002 |
| ○ Sex | Female |
| ○ Language Known | Hindi, English, Chinese (Basic), Spanish (Learning) |
| ○ Hobbies | Arts and Craft |

Declaration

I hereby affirm the information given in their document is correct to best of my knowledge

Prachi Bhardwaj