

# CURRICULUM VITAE

**Prachi Bhardwaj**

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**Add: G-18 E/2 Jia Sarai, Delhi, 110016**

## **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**

○ 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**