



# PR

# PREETI

SENIOR REPRESENTATIVE - OPERATIONS  
91-8826446509, preetinegi2612@gmail.com

## OBJECTIVE

To work in a competitive and challenging environment with the opportunity to rise and grow where I can make use of my personal attributes for the betterment of the organization & self.

## SKILLS

MS OFFICE

GOOGLE SPREADSHEET

INTERNET RESEARCH

TEAM PLAYER

EXCEPTION HANDLING

## EXPERIENCE

### SENIOR REPRESENTATIVE - OPERATIONS • CONCENTRIX • 30 JAN 2023 – 27 FEB 2025

CONCENTRIX is a new breed tech company which is involved in designing, building and running enterprises through technology driven solutions.

#### JOB DESCRIPTION:

- Direct interaction with customers through inbound chats.
- Handled high volume chats with 98% customer satisfaction and maintaining average response time.
- Assisting customers with information on products like Mobiles, internet connection, home security etc.
- Upsold products and services with effective conversational skills.
- Documenting customer interactions accurately in CRM.
- Experience in working with billing and reselling.
- Provided 24/7 chat support while working across global time zones.

### TECHNICAL SUPPORT EXECUTIVE • TESTPAN INDIA PVT. LTD. • 12 JULY 2021 – 24 JAN 2023

WHEEBOX is an On-line Assessment platform, which helps in conducting online exams of Education Institutes and Corporate Sectors.

#### JOB DESCRIPTION:

- Customer Satisfaction.
- Time bound resolution.
- Logging customer details in CRM and probing for resolution.
- Exception handling.

## EDUCATIONAL DETAILS

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**HIGH SCHOOL • 2014 • SARVODYA KANYA VIDYALAY**

**BACHELOR OF ARTS • 2021 • MAHARAJAAGRASEN HIMALAYAN GARHWAL UNIVERSITY (MAHGU)**

## PERSONAL DETAILS

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Name : Preeti

Father's Name : Surender Singh Negi

Gender : Female

Martial Status : Unmarried

Date of Birth : 12-03-1997

Address : A-30, Bharat vihar, Kakrola, New Delhi - 110078

Hobbies : Driving and Travelling

## SIGNATURE

**DATE :**

**PLACE:**