

# swati dubey

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## Summary

A motivated and proactive individual seeking a challenging role in customer support, aiming to contribute strong communication and problem-solving skills to enhance customer and seller satisfaction.

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## Internship

### Seller Support Executive

Connect Business Solutions (Myntra) • Indore  
12/2024

- Assisted in resolving seller issues related to product listings, payments, and delivery timelines.
  - Gained hands-on experience in handling sellers' queries and providing effective solutions via phone, chat, and email.
  - Supported senior team members with data entry, report generation, and maintaining accurate records.
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## Skills

Customer service, Time management, Documentation review

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## Education

### Post Graduation

LNCT Bhopal • Bhopal  
05/2024

- **CGPA:** 8.62

### Graduation

Rani Durgavati University • Jabalpur  
06/2022

- **Percentage :** 70%

### HSC

Govt. Excellence School • Singrauli  
05/2019

- Completed my 12th grade with 87.8% from Govt. Excellence school, excelling in subjects such as Mathematics, Physics, and Mathematics.

### SSC

Govt. Excellence School • Singrauli  
05/2017

- **Percentage:** 84.5%
- **Additional IT Subject:** Completed an extra IT subject as part of the curriculum, gaining a strong foundation in basic computer skills and applications.