

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.

Internship

Seller Support Executive

Conneqt 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.

Skills

Customer service, Time management, Documentation review

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 Mathemactics.

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.