

Subject: **Experience Certificate as Senior Staff Assistant,**

Dear **Om Pranjal,**

I am writing to certify that **Om Pranjal**, employed at Shiksha Today Pvt. Ltd. as a **Senior Staff Assistant**, has completed two year & seven months of service with our organization. During this period, he has consistently displayed exceptional skills and dedication in fulfilling the responsibilities of the role.

Employee Details:

Name: **Om Pranjal,**

Employee ID: **0966**

Position: **Senior Staff Assistant**

Dates of Employment: **14/04/2021 to 23/11/2024**

Job Duties and Responsibilities:

Handling customer inquiries and resolving their issues in a timely and professional manner.  
Providing product information and assistance to customers via phone, email, and chat.  
Maintaining accurate records of customer interactions and transactions.  
Collaborating with cross-functional teams to address complex customer concerns.  
Assisting in the development and improvement of customer support processes.  
Demonstrating a strong understanding of our products and services to deliver effective solutions.

During tenure, he consistently displayed excellent communication skills, patience, and empathy while dealing with customers. He effectively handled various challenging situations, ensuring customer satisfaction and positive feedback. He was highly regarded by both customers and colleagues for his professionalism, problem-solving abilities, and commitment to delivering exceptional service.


We appreciate **Om Pranjal's** contributions to our organization during his tenure. His dedication, hard work, and ability to work under pressure have been instrumental in enhancing our customer support operations. We are confident that he will continue to excel in his future endeavors.

Please feel free to contact me at [shikshatodayinfo@gmail.com](mailto:shikshatodayinfo@gmail.com) if you require any further information regarding **Om Pranjal's** employment at our company.

Thank you for your attention to this matter.

Sincerely,

Taranpreet Singh  
Director  
Shiksha Today Pvt. Ltd.



Shiksha Today Pvt. Ltd.

Director