

RESUME

Shreya Mukherjee

1st 60 Feet road, Faridabad Bypass

Badarpur, Delhi

Delhi-110044

(Delhi)

Mob. +91-8709146832

E-mail: officialshreya2301@gmail.com

CAREER OBJECTIVE:

- ❖ Aiming to achieve a glorious professional position where I can make significant contributions to the organization, to help the organization, to gain new heights so that I am proud to be called a member of that organization.

EDUCATIONAL QUALIFICATION:

- ❖ **Matric** from C.B.S.E., New Delhi with 9.8CGPA.
- ❖ **10+2** from NIOS. New Delhi with 70% marks.
- ❖ **Diploma in Computer Science Engineering** from JUT with 75% marks.
- ❖ **Graduation - Pursuing (BA. English (H))** from IGNOU, New Delhi.

JOB EXPERIENCE:

- ❖ **1 Year** experience with **Tech Mahindra** for International voice process.
- ❖ **12 Months** experience with Tech Mahindra as **Sr. Associate WFM**.

JOB RESPONSIBILITIES: -

□ Tech Mahindra

In Tech Mahindra I have an experience of 18 months. I am hired as an Associate customer support to take calls for US process and to resolve customer's concerns. I have an experience to handle teams also as a SME. Within 5-6 months I gained enough process knowledge to support new agents. After 12 months, I have been selected as Sr. Associate WFM. For RTA role.

STRENGTHS:

- ❖ Multitasking & have leadership qualities

- ❖ Capable of working in stressful environment
- ❖ Good communication skill & Presentation skills **HOBBIES:**
- ❖ Travelling
- ❖ Working on computer
- ❖ Listening Music
- ❖ Love to Cook Food in free time

PERSONAL MEMORANDA:

- ❖ Father's Name : Mr. Panchanan Mukherjee
- ❖ Mother's Name : Mrs. Mandira Mukherjee
- ❖ Date of Birth : 23rd January, 2022
- ❖ Language Known : Hindi, English and Bengali
- ❖ Nationality : Indian
- ❖ Sex : Female
- ❖ Marital Status : Unmarried

DECLARATION:

- ❖ I hereby confirm that all the information furnished above is true to my knowledge.

Date: _____

Place: _____

(SHREYA MUKHERJEE)