

CONTACT

+91 93062-65497

Sainihimanshi1901@gmail.com

1027/7 Jai Dev Nagar
125001

linkedin.com/in/himanshi-saini-aa654b219?

PERSONAL

Gender : Female

Date of Birth :19-01-2003

Language Known : English, Hindi
and Punjabi

Marital status : Unmarried

EDUCATION

2023

B.SC HONS. COMPUTER

DATA SCIENCE

Guru Jambheshwar University of
Science and Technology Hisar

2020

SENIOR SECONDARY

EXAMINATION

CBSE

2018

MATRICULATION

CBSE

SKILLS

- Data Collection & Research
- MS Office with Advance Excel
- MS Office with Advance Word
- Problem Solving Adaptability
- Java
- Python

STRENGTHS

- Project management development
- Organization Skills
- Work efficiently
- Team Management

HIMANSHI SAINI

PROFILE

Highly motivated,coordinating with clear focus on intensive working for company's prosperity and continuous self - development. Adapt at utilizing top-of-the-line communication skills to build and foster long term relationships.

WORK EXPERIENCE

Customer Care Executive

Amazon

November 2023 - July 2024 (8 months)

Responsibilities and Achievements:

- Customer Support: Provided exceptional customer service via phone, email, and chat, resolving inquiries and complaints efficiently.
- Issue Resolution: Successfully handled a high volume of customer interactions, addressing and resolving complex issues related to orders, payments, and account management.
- Product Knowledge: Maintained in-depth knowledge of Amazon's products, services, and policies to provide accurate information and assistance to customers.
- Performance Metrics: Consistently met and exceeded key performance indicators (KPIs) such as customer satisfaction scores, response time, and resolution rate.
- Team Collaboration: Worked closely with team members and other departments to ensure a seamless customer experience and to escalate issues when necessary.
- Training and Development: Participated in ongoing training sessions to stay updated on new products, services, and best practices for customer service.
- Feedback Handling: Collected and documented customer feedback to help improve products, services, and overall customer satisfaction.

Key Skills:

- Excellent communication and interpersonal skills
- Strong problem-solving abilities
- Ability to handle high-pressure situations
- Proficiency in using CRM software and tools
- Attention to detail and organizational skills

INTERPERSONAL SKILLS

- Created dashboard using excel
- Flexible with new technologies and dedicated approach towards problem solving
- Good knowledge on creating proposals for clients

COMPUTER SKILLS

- Basic knowledge of Computer application.
- Create marketing materials for upcoming events using intermediate skills.
- Monitor office inventory and keep track of supplies with advanced skills in Microsoft Excel.
- Manage all clerical documents using advanced skills in Microsoft Office to create, edit and print correspondence.