

CHARU ARORA

Mobile: +919711402497

E-mail: charuarora1224@gmail.com

Objective: I have been looking forward to thriving in an environment that lets me use my effective skills at a job that I highly associate with. It grows well on me that discipline, hard work and teamwork can lead to wonders and I am always ready to take on these crucial skills.

Academic Education:

Course	Year Performance Remarks
Bachelors of Arts in English	2015-2018, from Delhi University
Junior College (CBSE)	2014-2015, Completed from Maharaja Agarsain Public School,
High School	2012-2013, Completed from Maharaja Agarsain Public School

Work Experience:

- **Sitel (D.O.J 8th January 2021 – 31th July 2021)**

My work was to deliver resolutions to the customers regarding their login issues and sponsors' complaints. I dealt with the point balance on their account. I, further, managed to escalate the complaints to the product specialist in the form of emails where I would input the data.

- **Worked with a Non Profitable Organization named Aashna Foundation.**

At the foundation, I would give lessons to unprivileged children. I would teach them the English language from basics to intermediate.

The major experience and skill gained:

Have attended several spoken and writing courses from **British Council**, have been rewarded with the certificates for excellent performance.

Professional skills

- Grow under pressure, wouldn't back down from taking on challenges
- Excellent communication and writing skills
- Easy to blend in, know how to put the points across
- Knowledge of MSOffice

Hobbies/Interests

- Volunteer Work.
- Dancing.
- Reading and Writing.

Personal Vitae

- Father's Name: Mr. Krishan Lal Arora
- Date of Birth: 24th August, 1997
- Language Proficiency: English and Hindi
- Address: 254, Nimri Colony, Ashok Vihar, Phase 4, 110052, Delhi