



# Shalini Singh Parihar

## PERSONAL INFO

### Designation

Senior customer service representative

### Years of experience

3.8

### Location

Delhi, Noida, Gurgaon

### Date of Birth

31-08-1992

### Gender

Female

### Languages

● ● ● ● English

● ● ● ● Hindi

## SOCIAL

✉ shalini.31753@gmail.com

☎ 8519094409

🌐 <https://www.linkedin.com/in/shalini-singh-parihar-86b4191ba>

🐙 Github

🐦 Twitter

🌐 Website

## HUMAN RESOURCES

Diversify personality with adaptive quality, creative towards new ideas with sophistication and tackle the situation with calm and patience. Interaction with different cultures people is my another quality so that , I will add the golden values towards my professional work.

## WORK EXPERIENCE

### Process analyst

Jul 2015 - Apr 2016

Accenture

Chennai

Working in smart meters along with full accuracy. Timely effective error resolved and always try to implement short fluctuation wastage while installation.

### Consultant

Apr 2016 - Jun 2017

Sutherland global services

Chennai

Working as a subject matter expert in Uber process and manage 32 people in a team.

### Senior customer support associate

Jun 2017 - Oct 2017

Vertex customer management India private limited

Chennai

Enter Details About Your Work Responsibilities Here.

### Senior customer service representative

Jun 2018 - Sep 2019

HCL Technologies LTD.

Chennai

Working as a senior customer service representative and also being a exceleneia previous 2019 as star performer.

## EDUCATION

### Electronic & communication

Jul 2011 - Jun 2015

Bachelor of Engineering

IPS College

Gwalior

Enter Details About Your Education Here

International business management

Aug 2016 – Oct 2018

Master of Business Administration

University of Madras

Chennai

Enter Details About Your Education Here

## PROJECTS

Office depot (U.S.A)

Jun 2018 – Sep 2019

Senior customer service representative

HCL

Chennai

Interaction with the professional U.S. customers and explore the business as per the market demand.

## SKILLS



Communication



Critical thinking

## CERTIFICATIONS

C++

Aug 2012 – Aug 2012

RCPL (red hat)

Learning Community for global education reform

Nov 2011 – Nov 2011

All India Association for Educational Research

Basic Knowledge Of CNC Machine Drive and PLC

Jun 2014 – Jul 2014

BHEL (Hardware)

Embedded and Robotics

Jan 2014 – Jan 2014

RCPL

## ACHIEVEMENTS

Fashion show and Dancing competition topped during college. Star performer in process analyst, subject matter expert in Uber process in Sutherland. Exceleneio previous 2019 on being star performer in HCL

## HOBBIES

fascinating towards interaction with diverse culture and people and explore myself towards new opportunities and challenges those who sharpens my personality incredibly.