Akshita Chhabra

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Akshitachhabra8jan94@gmail.com

**PROFESSIONAL SUMMARY**

Experienced and skilled in customer care and education counsellor with zeal of making things streamlined and effective. Committed to maintaining excellence with the ability to work flexibly. Able to handle large data sets and fulfil client needs and changing deadlines.

**PROFILE SUMMARY**

* A progressive thinker and multi-talented professional having experience of 2year with leading companies.
* Given solution when team and managers needed
* Responsible for all duties which given to me
* Preparing Power point presentation base on excel charts Like Pie chart, Line Chart, Gauge Chart.
* Ability to meet tight deadlines and work under pressure.
* Possess excellent skills with good communication and self-organizing skills, and a committed team player.

**PROFESSIONAL EXPERIENCE**

* Meritnation.com (March2018 - Nov 2018)

Designation - Education Counsellor

Key Responsibilities

* Meritnation.com is online education portal
* Regulations inclusive of any circulars or communications from the management of the company and shall comply with all reasonable orders of your superiors and attend to your duties punctually at such place or places as may be required
* I am in the indirect sales where we have to call as education counsellor and cross question with students and parents regarding education.
* Fixed a meeting with students and parents with field executive.
* Take the extra mile to engage customers
* Provide an exceptional customer experience and high level of professionalism.
* Preparing daily, weekly and monthly base reports using excel
* Allsec Technologies (July 14 -April 15)

Designation – Customer care executive

Key Responsibilities:

* Possessing excellent product knowledge to enhance customer support.
* We need to retain the customers by asking them few cross questions whether the product is sold or not
* Guide customer how to put an advertisement on OLX website so that they can sell
* Guide the buyers so that nobody misleads them
* Conducting quality assurance surveys with customers and providing feedback to the staff.
* Imparting process related knowledge and expertise to the new joiners.
* Ability to work in a structured and organized manner.
* Making recommendations to senior managers based upon research findings.

**EDUCATIONAL QUALIFICATION**

* MBA from IMT Ghaziabad cdl (Pursuing)
* B.A. Programme (Bachelor of Arts) from Delhi University in 2016
* XII from CBSE Board in 2012
* X from CBSE Board in 2010

**IT** **SKILLS**

* Excellent Skills in Microsoft Office

**CERTIFICATE**

* International Certified Career Coach –(ICCC) – From MIndler
* Online course on Fundamentals of Digital Marketing – Google

**HOBBIES AND INTERESTS**

* Reading Books
* Listening to Music
* Explore new things

**PERSONAL** **DETAILS**

Date of Birth : 08-01-1994

Father Name : Mr. Sanjeev Chhabra

Nationality : Indian

Languages Known : English & Hindi

Permanent Address : Pahar Ganj New Delhi 110055