

# **CURRICULUM VITAE**

Candidate Name: Pooja Garg

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Contact No: 9999131923

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## **Objective:**

Being a committed team player want to be a part of a renowned organization, to contribute towards the growth of the Organization based on my expertise and to further my personal capabilities by learning from the new exposure within the structured framework of the organization.

## **Educational Qualification:**

- Bachelor in education (B.ed) pursued from Chaudhary Ranbir Singh University in 2018
- B.com(hons.) pursued from school of open learning (Delhi University) in 2015
- Diploma in education (D.ed) pursued from Madhya Pradesh (M.P.)Board, Bhopal in 2014
- 12<sup>th</sup> pursued from C.B.S.E Board, Delhi in 2012
- 10<sup>th</sup> pursued from C.B.S.E Board, Delhi in 2010

## **Professional Efficiencies:**

- Soft spoken, debonair and disciplined.
- Pleasing personality.
- Efficient in sorting out instantaneously all kinds of service and products related complaints of the customers.
- Adapting expertise with the changing environment.
- Diligent, target-centric and result-oriented.
- Strong interpersonal, communication, organization and follow-through skills.
- Extensive knowledge of computer and software

## **Strength:**

Progressive, Positive attitude, Punctuality, Sincerity, Hard working, Good Communication skills.

## **Experience:**

- Worked as a teacher at Aadharshila Vidyapeeth school having 4 years experience
- Worked as a smart class teacher at Sparkle Mind Institute having 6 months experience
- Worked into backend office at KIPS having 6 months experience

## **Key responsibilities Handled:**

- Attending escalation calls apart from taking good calls.

- Conveying the client requirements to the team with regards to the process.
- Adhering to the schedule as prescribed by the TL.
- Providing the feedback to the process manager at the end of the day.

### **Computer skill:**

- MS Office – Word, Excel, Power Point
- Well versed in working with computer, Internet & E-mail operations.

### **Personal Details:-**

Date of Birth	:	15.03.1995
Sex	:	Female
Nationality	:	Indian
Marital Status	:	Unmarried
Language known	:	Hindi, English
Hobbies	:	Listening to music, Dance, Reading

### **Declaration:**

I hereby declare that all the statement made in this application are true, complete and correct to the best of my knowledge and brief.

Date:-

Place: -

(Pooja Garg)