

# SONAL SHARMA

Liluah, West Bengal

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Willing to relocate to: Kolkata, West Bengal

## Work Experience

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### **PROFESSIONAL ACADEMIC ADVISOR**

HOTEL MANGEMENT COLLEGE - Kolkata, West Bengal

April 2023 to Present

Basically my nature of job to help aspirant candidate who seek admission to their desired stream and also generate admission through lead and screening

### **Customer Support Executive**

Aegis - Kolkata, West Bengal

March 2022 to August 2022

- Tasked with assisting customers on their issues via Call Support
- Process support was extended to Flipkart customers
- Main KRAs related to assisting in case of Delivery Day, Order Status, Returns & COD

### **Customer Support Executive**

Teleperformance - Kolkata, West Bengal

June 2021 to March 2022

- Tasked with assisting customers on their issues via Call Support
- Process support was extended to Flipkart customers
- Main KRAs related to assisting in case of Product Purchase, Supercoins & other subscriptions

### **Customer Support Executive**

Kochar Tech - Kolkata, West Bengal

October 2020 to June 2021

- Tasked with assisting customers on their issues via Chat Support
- Process support was extended to Swiggy Foods
- Main KRAs related to assisting in case of Delivery Status, Delivery Instructions, Discount Coupons

## Education

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### **POST GRADUATE in Hospitality Management Kolkata in Event Planning, Hospitality mangement**

NSHM Knowledge Campus - Kolkata, West Bengal

2020 to 2022

**B A HONS IN JOURNALISM AND MASS COMMUNICATION Kolkata in General English, Mass communication, Journalism**

Shri Shikshayatan College - Kolkata, West Bengal

2017 to 2020

Skills / IT Skills

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- Communication skills
- Computer skills
- Customer service
- English
- Hindi
- Microsoft Excel
- Typing
- Exce
- Telemarketing