



# REEMA

ONLINE ASSOCIATE

## CONTACT

 (+91) 7589421186

 reemasheemar404@gmail.com

## PROFILE

A meticulous and organized individual seeking a good position in the reputed company. Strong ability to handle complex problems. Innovative, creative and willing to contribute ideas and learn new things.

## EDUCATION

### SECONDARY SCHOOL

Shri Mahavir Jain Model Sr. Sec. School

2015 - 2016

### BACHELOR, COMPUTER SCIENCE AND ENGINEERING

GNA University

2016 - 2020

## PROFESSIONAL QUALIFICATIONS

- 2-months IELTS Training and got 6.0 Band August 2021- September 2021
- 6-months Industrial Training in Web Designing and Development from AIT (Ludhiana) Jan 2020 - June 2020
- 15-days Training in an Online Associate Program from IndiaMART June 2022

## SKILLS

- Problem-Solving
- Computer Literacy
- Customer Service
- Microsoft Office
- Data Entry
- Time Management
- Strong Communication
- Teamwork & Cooperation

## EXPERIENCE

### ONLINE ASSOCIATE

#### IndiaMART

June-2022

- Resolves product issues (customer complaints) by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Maintains customer records by updating account information.
- Cancel or upgrade account information.

## LANGUAGE

- English
- Hindi
- Punjabi