

SHWETA SHAW

Nationality : Indian
Date of Birth : 30.04.1995
Contact Number: +91-8620894974
Email ID : shvetashaw80@gmail.com

Languages Known : English (Fluent)
Hindi (Fluent)
Bengali (Intermediate)
Punjabi (Beginner)

CAREER HIGHLIGHT

Highly energetic boutique owner with hands-on experience in the customer service industry with an extensive background in public relations, customer service and business management. Passion for customer service and specialize in converting customers' frowns into smiles. Strengths include building customer relations through excellent interpersonal skills and enjoy working in a cross-cultural setting.

CAREER OBJECTIVE

Looking to use my passion to progress in the sales and service industry to utilize my profound Sales, Customer Relationship and Hospitality skills along with my multilingual abilities and approachable personality.

SKILLS

- Highly energetic, adaptive and positive.
- Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.
- Dependable, responsible contributor committed to excellence and success.
- Personable individual whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in a multicultural environment.

EXPERIENCE

OCTOBER 2016 – PRESENT

OWNER, PATIALA'S BOUTIQUE

As a boutique owner, I make sure to promote each guest's comfort and well-being.

I worked one-on-one with customers to ensure that all of their questions about designs were answered and that each customer felt listened to.

Creating a team and working with it to achieve perfection in all orders.

Building relations with customers through after sale services to ensure repeat orders.

APRIL 2017 – OCTOBER 2017

PUBLIC RELATIONS MANAGER, FUMI VILLA

Plan, design and execute various promotional events.

Customer feedback and grievance management.

Responsible for all online and offline communication.

Lead the team to ensure 100% customer satisfaction

EDUCATION

APRIL 2017

BACHELORS OF SCIENCE IN PHYSICS (HONORS), CALCUTTA UNIVERSITY

Bhawanipore Education Society College

MAY 2014

HIGHER SECONDARY, WEST BENGAL COUNCIL OF HIGHER SECONDARY EXAMINATION

Ballygunge Shiksha Sadan School