**Nitya Bhardwaj**

**Contact Information:**

* Email: [nityabhardwaj1998@gmail.com](mailto:nityabhardwaj1998@gmail.com)
* Phone: 9305986486
* Location: Faizabad, India

**Objective:** Seeking a challenging opportunity in Quality Auditing, leveraging skills in analysis, compliance, and process improvement to drive organizational success and personal advancement.

**Work Experience:**

*Senior Customer Service Executive - Startek, Lucknow*

* Currently overseeing the Flipkart process, ensuring service quality and customer satisfaction.
* Managed knowledge and escalation desk, providing resolutions for complex customer queries beyond the executive level.

*Customer Service Executive - SunGlow Communication, Lucknow*

* Provided outstanding customer service, honing strong communication and problem-solving abilities.

**Education:**

*Master of Arts in English Literature - K.S. Saket P.G. College Ayodhya (2021 - 2023)*

* GPA: 57%

*Bachelor of Arts in English Literature & Sociology - Jai Ganesh Shiv Sagar Mahila Mahavidyalaya, Devkali Ayodhya (2018 - 2021)*

* GPA: 56.7%

**Skills:**

* Quality Assurance
* Process Improvement
* Proficient in Microsoft Office Suite

**Achievements:**

* NIELIT CCC Certification (2020)
* Pursuing O Level Certification

**Languages:**

* English (Professional Working Proficiency)
* Hindi (Full Professional Proficiency)

**Interests:**

* Singing
* Cooking