

Chetna Tayade

Detail oriented data handling and operations professional, dedicated to excellent customer service | Ex-Tata Consultancy Services

✉ chetanatayde8830@gmail.com 📞 +91 8830651739 🏠 Nagpur

Education

Jun 2019 - Jul 2022 ■ **Bachelor of Computer Application (B.C.A)**
St. Francis De Sales College, Nagpur

Employment

Jun 2024 - Dec 2024 ■ **Trainee**
Tata Consultancy Services, Nagpur

- Performed data entry tasks to maintain accurate customer records
- Assessed company operations for compliance with safety standards and standard operating procedures (SOPs)
- Resolved customer service inquiries with a focus on quality assurance
- Developed process documents including excel sheets ,user manuals and power point presentations

Skills

Process Documentation	Customer Service
Data Entry	Data analysis
Interpersonal communication	

Languages

Hindi	English
Marathi	

Courses

May 2023 ■ **Certification in Web development**

- Acquired hands-on experience in HTML, CSS, and JavaScript through practical projects.
- Gained proficiency in responsive web design principles and frameworks such as Bootstrap.
- Developed a portfolio website showcasing personal projects and coding skills.