



Mouli Dalui

Elementary Education Professional

Flexible, reliable, and possess excellent time-keeping skills.



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Kolkata



linkedin.com/in/mouli-dalui

SKILLS

Clear Communication

Classroom management

Lesson planning

Results Oriented

Time Management

Creative

Problem solving

MS Office - Excel,
PowerPoint

LANGUAGES

English
Full Professional Proficiency

Hindi
Professional Working Proficiency

Bengali
Native or Bilingual Proficiency

INTERESTS

Cooking

WORK EXPERIENCE

Customer Support Associate JUST MY ROOTS

01/2021 - Present

Food Delivery based company

Achievements/Tasks

- **Manage a large number of calls.**
- **Identify and access the customer needs to achieve satisfaction and provide accurate, valid and complete information by using the right method.**
- **Handling customer complaints, and providing appropriate solutions and alternatives within the time limit.**
- **Assisting operations team to process orders accordingly.**

CERTIFICATES

Diploma in PC Application

Basic Computer skills - conducted by WEBEL INFORMATICS LIMITED

EDUCATION

Diploma

West Bengal Board of Primary Education

2018 - 2020

Kolkata, India

Courses

- Diploma in elementary education (D.EL.ED)

Bachelor of Arts

Calcutta University

2015 - 2018

Kolkata, India

Courses

- Bengali Hons.

12th(Higher Secondary)

WBCHSE

2014 - 2015

Kolkata, India

Courses

- Arts