

FARIA KHAN

Delhi/Bhopal - 8770305611 - fariakhan1210@gmail.com
Aspiring Psychologist

SUMMARY

Dedicated and proactive Psychology student with a strong commitment to academic excellence and professional development. My experience spans both dynamic customer service environments, where I honed exceptional communication, problem-solving, and interpersonal skills, and engaging content writing roles, where I developed a keen ability to articulate complex ideas clearly and concisely. I am eager to apply my understanding of human behavior and my versatile skill set to a challenging and impactful role.

WORK EXPERIENCE

Customer Service Associate, Amazon, India **June 2024- August 2024**

- Provided comprehensive customer support, resolving inquiries and issues efficiently to ensure high customer satisfaction.
- Managed a high volume of customer interactions through various channels, demonstrating strong communication and active listening skills.
- Utilized internal systems and tools to track customer information and resolve complex problems, showcasing technical proficiency and attention to detail.
- Successfully de-escalated challenging situations, applying problem-solving techniques and empathy to maintain positive customer relations.

Content Writer, Perfect Soul Match, Bhopal **Feb 2020 - Jan 2024**

- Created engaging and informative content across various platforms, tailoring tone and style to target audiences.
 - Conducted thorough research to ensure accuracy and relevance of written materials.
 - Edited and proofread content for grammar, clarity, and consistency, maintaining high quality standards.
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EDUCATION

B.A Honours (Applied Psychology) **August 2024- July 2028**

Gautam Buddha University, Uttar Pradesh

12th Class **June 2023-May 2024**

I.E.S Public School, Bhopal - 85%

10th Class **June 2021-May 2022**

Jawahar Lal Nehru School, Bhopal - 87%

ADDITIONAL INFORMATION

- **Technical Skills:** CRM Software, SEO tools, Statistical Analysis Software, Content Management Systems
- **Languages:** English, Hindi, Urdu
- **Certifications:** MUN Certificates, Cultural Certificates, Psychology Courses Certificates
- **Soft Skills:** Adaptability and Resilience, Empathy and Interpersonal Savvy, Critical Thinking and Problem-Solving, Time Management and Organization