

Arisha Ahmad

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Summary

MBA student in Human Resources, two semesters completed, with a BBA in business administration. Worked as a customer support intern at Tech Mahindra on Flipkart's e-commerce process, handling 40 to 60 calls a day at a quality score of 80 to 90 percent. Fluent in English and Hindi. Available for remote customer support and telecalling roles.

Education

MBA, Human Resources (pursuing) | School of Management Sciences, Lucknow
Two semesters completed. Expected completion 2027.

Bachelor of Business Administration (BBA) | Dr. Ram Manohar Lohia Avadh University, Ayodhya
Completed July 2025. Coursework included Human Resource Management, Organizational Behavior, Business Communication, and Business Statistics.

Work Experience

Customer Support Intern | Tech Mahindra | Aug 2025 to Oct 2025

Flipkart customer support process

- Handled 40 to 60 inbound customer calls per day.
- Resolved order tracking and delivery queries by coordinating with internal teams.
- Processed returns, refunds, and replacement requests according to company policy.
- Maintained a quality audit score between 80 and 90 percent.
- Worked as part of a support team of 10 to 30 agents.

Digital Marketing Intern | InternPe (remote) | May 2024 to June 2024

- Assisted with social media posts and content writing.

Skills

Customer Support: Inbound call handling, complaint resolution, order and delivery queries, returns and refunds, policy application

Software: MS Word, MS Excel (data entry, sorting, basic formulas), Google Workspace, Canva, Figma (basic)

Languages: English (fluent), Hindi (native)

Activities

Design Club member, Dr. Ram Manohar Lohia Avadh University.