

# Preeti Chauhan

## Project Manager



### Profile

A professional with more than 6 years of working experience in customer servicing, relationship management, customer success, project management, etc. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

### Personal Information

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### Professional skills

#### Communication



#### Project Management



#### Time Management



#### Customer Service



#### Training, Coaching and Mentoring



### Employment History

#### Project Manager , Cvent

July 2021 - Present

Gurugram, India

- Serve as a point of contact for the customer on single or multiple events, ranging in size or complexity
- Act as the point of contact in managing all planning and Day Of aspects of the event through heavy engagement with the customer
- Directly support and consult with customers on how to best leverage Cvent's Virtual and Onsite Solutions functionality
- Act as a liaison between supplier vendors and customers to quote, order, and manage event-specific materials
- Troubleshoot potential issues to ensure the customer's success at their event
- Manage several concurrent projects of differing sizes and complexity
- Help develop and improve upon internal processes specific to managing virtual, onsite, and hybrid projects
- Identify and define product improvements and enhancements as they pertain to client needs and overall deployment
- Configure event-specific technology throughout the project lifecycle
- Manage the Day Of implementation team
- Work with Finance on project costs

## Professional skills

### Presentations and Public Speaking



## Hobbies

Travelling

Cooking

Video Games

## Languages

### Hindi

Native

### English

Fluent

### French

Beginner

## Employment History

### Lead CCP and Coach , American Express January 2018 - August 2020

Gurugram, India

- Classroom support, floor walking and helping learners with real time queries.
- Ensuring Compliance and handled various internal projects at different stages.
- Managed key accounts adhering to the quality standards maintaining long term customer relationship.
- Responsible for execution and implementation of business projects and best practices across global partner network.
- Providing learners with effective coaching and feedback
- Projects Handled - Global Disputes Management
- Resolve complaints and answer questions regarding policies and procedures.
- Reporting fraudulent charges by setting up a fraud investigation.
- Helping card members to choose the right product for themselves creating value for both the card member and the organization.
- Analyzing documentation from merchants and card members.
- Develop Strategies to achieve performance goals
- Conduct Team meetings
- Encourage team members , communicating goals and areas of opportunity
- Communicate goals and deadline to team members.

### Customer Service Representative, Geek June 2014 - December 2017

#### Crews

Delhi, India

- Answer Incoming phone calls
- Opening Billing inquiries for customers
- Capturing complaints and escalating them to the concerned department
- listening to customer queries and provide immediate resolution as per the policies and regulations.
- Keep records of customer interactions or transactions.

## Education

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• **Higher Secondary, Pragati Public School**  
Delhi, India

April 2013 - March 2014

## Achievements

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- **Star Service Certificate ( American Express )**

Rewarded for excellent customer service and customer-first resolution.

- **Coach/ Subject Matter Expert**

Promoted as a coach, trained/coached several training batches. Helped them in certification. Trained and mentored colleagues ( India and USA )  
Highest Certification rate

- **Top Performer**

One of the top performers in Upselling and customer service

- **Lead CCP**

Promoted to Lead Customer Service Professional

- **GDM Superuser**

Superuser for Global Disputes Management tool

- **Dynamic Hiring**

Executed dynamic hiring for a training batch

## Certifications

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- The Fundamentals of Digital Marketing - **Google**

Issued May 2021

Credential ID 96P LVT SH8

- Creativity and Problem Solving Skills - **Metropolitan School of Business & Management (UK)**

Issued Jul 2021

Credential ID 2182669

## Career Aspiration

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In the next few years, I want to have learned and grown within my work, to have increased my responsibilities and skills, I would like to know that I am constantly meeting new challenges. My goal is to be the best at whatever level I am working at within the company.