



# Nayana Deshmukh



8815038525



nayana.deshmukh08@gmail.com



Indore, India 452011

## EDUCATION

2023

Mata Jijabai Government Girls  
PG College | Indore, MP

Master of Science:

Biochemistry 2021-2023

- Dissertation in "Metabolic profiling of *Kappaphycus alvarezii* seaweed extract stored at different temperature" from Central Salt and Marine Chemicals Research Institute (CSMCRI), Bhavnagar in Gujarat. From 2nd Jan - 31st Mar 2023.

- Certificate and Courses: Analytical and Aspects of Chemistry for Industry

Awarded for participation on course by Govt. Holkar Science

## PROFESSIONAL SUMMARY

Seeking a challenging position to use my skills to the optimum level and at the same time get an opportunity to enhance my knowledge.

Adaptable with extensive experience providing first-class results. Meets job demands and deadlines through diligent work ethic and dedication to quality.

## EXPERIENCE

03/2021 - 05/2022

Teammate

Taskus | Indore, India

- Customer service
- Verbal communication
- Attention to detail
- Fast and accurate typing speeds
- Leadership
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

01/2016 - 03/2021

Senior Customer Care Executive and CCE

College, Indore (M.P.).  
Duration: 07th-23th Dec 2021

*Apr 2016*

**Softvision College | Indore,  
MP**

**Bachelor of science:  
Biotechnology, Chemistry &  
Computer Science  
2012 - 2016**

*Mar 2012*

**D.C Memorial Higher  
Secondary School | Indore,  
MP**

**12th: PCB**

• Achieved distinction in Hindi.

*2010*

**Career Convent Higher  
Secondary School | Indore,  
MP**

**10th**

• Achieved Distinction in  
Mathematics & Hindi.

## INTERESTS

Reading, Singing, Table soccer,  
Basketball, Travelling

**Teleperformance | Indore, India**

- Good interpersonal skills with an ability to understand the customer's problems and solve them.
- Processed refunds, exchanges and service requests for customers.
- Handled high-volume telephone calls to address and resolve customer queries.
- Remained updated on company offerings through regular product research.
- Kept detailed records of customer interactions for future reference.
- Followed scripts and processes to uphold brand standards.

## ACCOMPLISHMENTS

- Dissertation certificate by CSIR-CSCMRI Bhavnagar, Gujarat
- Certificate of Analytical Aspects of Chemistry for Industry by Govt Holkar Science College, Indore (M.P.)

**Extra Curriculum Activity:**

- Educate orphan children and students.

## CORE QUALIFICATIONS

- Research & Development area
- Biochemical and molecular systematics of seaweeds and microbes
- Basic knowledge of GC-MS, ICP-MS, Lyophilization
- Microsoft Word, Excel, Powerpoint
- Basic Colorimetric and spectrophotometric techniques.
- UV/Vis spectroscopy
- Counting of RBC & WBC in blood Samples.
- Customer needs analysis

## LANGUAGES

English, Hindi, Gujarati