KAVITA JOSHI

B.A. ENGLISH GRADUATE | CUSTOMER COMMUNICATION

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PROFESSIONAL SUMMARY

B.A. English graduate with college festival help desk experience, including about 300 visitor questions answered over three days. Types 52 words per minute and speaks English, Hindi and Marathi. Seeking a customer support associate role.

EDUCATION

B.A., English Literature, Nagpur Arts and Science College, Nagpur — May 2026

71.6% aggregate. Courses: Business Communication, Modern English Writing, Linguistics, Media Studies

Class XII, State Board, Saraswati Junior College, Nagpur — 2023

78.4%

VOLUNTEER EXPERIENCE

Help Desk Volunteer, Annual Cultural Festival, Nagpur Arts and Science College — Feb 2026

- Answered about 300 visitor questions over three days on schedules, room locations and registration, and kept a log of the questions that came up repeatedly.
- Shared the log with the organizing committee after the festival and trained four first-year volunteers on the registration form.

National Service Scheme Volunteer, Nagpur Arts and Science College — Jul 2023 - Apr 2025

- Joined weekend NSS drives across two years and, during an eight-week village literacy drive, taught basic English to 12 students twice a week and kept the attendance register.

PROJECTS

Student Survey on Library Hours, Google Forms, Excel, course project — Sep 2025 - Oct 2025

- Collected 140 survey responses on library opening hours, built charts of the results in Excel and presented them to the college librarian.

SKILLS

Communication: English, Hindi and Marathi, email writing, phone etiquette practiced at the help desk, listening and note-taking

Computer: Typing at 52 words per minute (college typing test), MS Word, Excel basics (formulas, sorting, charts), Google Workspace

ACTIVITIES

Editorial Team Member, College Magazine, Nagpur Arts and Science College — 2024 - 2025

- Proofread 20 student articles and wrote three features for the annual magazine.

Member, Debate Club, Nagpur Arts and Science College — 2023 - 2026

- Spoke in six inter-college debates and coached two new members on structuring a five-minute speech.

CERTIFICATIONS AND TRAINING

Spoken English Proficiency Course, local training institute — 2025

MS Office Certificate Course, local training institute — 2025