

# TEJASWANI MOHANTY

**Address:** 204 Krishna Apartment, Karanjade, Panvel, Navi Mumbai, Maharashtra 410206

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**Languages Known:** English (Excellent/Fluent), Hindi, Odia

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## PROFESSIONAL SUMMARY

A highly articulate, customer-centric, and motivated professional seeking to leverage exceptional English communication and interpersonal skills in the **Virtual Customer Support Role** at Amazon. Proven track record of leadership, effective problem-solving, and clear communication through academic achievements and 5 years of home tutoring experience. Comfortable working in a dynamic environment, adaptable to flexible/night shifts, and dedicated to delivering earth's most customer-centric service.

## CORE COMPETENCIES & SKILLS

- **Communication:** Excellent verbal and written English communication, public speaking, and active listening.
- **Customer Centricity:** Strong ability to simplify complex concepts, empathize, and engage effectively with individuals.
- **Technical Proficiency:** Skilled in utilizing digital platforms, online tools, and productivity suites (MS Office/PowerPoint).
- **Soft Skills:** Time management, problem-solving, cultural leadership, and a strong work ethic.
- **Flexibility:** Adaptable to 24/7 rotating shifts, including night shifts and variable weekly offs.

## PROFESSIONAL EXPERIENCE

**Home Tutor** 2021 – Present

*Self-Employed*

- Demonstrated strong verbal communication skills by clearly explaining complex educational concepts to students, ensuring high engagement and understanding.
- Utilized interactive digital tools and tailored communication styles to manage diverse learning needs and resolve queries efficiently.
- Developed strong problem-solving and interpersonal skills by addressing student and parent feedback proactively.

## EDUCATION

**B.Sc. (Zoology) – Ongoing (1<sup>st</sup> Semester: 8.2 CGPA)** 2025 – Present

*Government Women's College, Sundargarh*

**Distance Learning Mode (Eligible for full-time employment as this is a non-regular education program)**

**Higher Secondary / 12<sup>th</sup> (ISC) – B+ Grade** 2025

*St. Paul's School, Rourkela*

**Matriculation / 10<sup>th</sup> (ICSE) – A Grade** 2023

*Carmel School, Rourkela*

## KEY ACHIEVEMENTS & LEADERSHIP

- **Cultural Head:** Successfully led, coordinated, and managed large-scale school events, demonstrating strong operational and team coordination skills.
- **Departmental Vocal Representative:** Actively voiced student perspectives and acted as a primary communication bridge, sharpening conflict resolution and advocacy skills.
- **Olympiad & Literary Winner:** Secured medals in academic Olympiads and won multiple debate, essay, and short story competitions, highlighting advanced language mastery and critical thinking.

## CO-CURRICULAR & HOBBIES

- Continuous learning: Actively expanding English vocabulary and linguistic proficiency.
- Creative writing (short stories), public speaking, and playing badminton for fitness.

## DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge.

**Place:** Navi Mumbai, Maharashtra

**Date:** 02.04.2026

(Tejaswani Mohanty)