



REMA BISWAS

A dedicated Customer Support Executive with 1+ year of experience in delivering customer service. Skilled in handling customer queries, resolving issues efficiently, and maintaining high levels of client satisfaction. Committed to ensuring a seamless customer experience and consistently maintaining performance targets.

CONTACT

 +91 - 8670665426

 rema16biswas@gmail.com

 Beleswar, Falta, South 24 Parganas, 743504 (Permanent)

 P 83, Parnashree Pally Extension, Behala, Kolkata-700060 (current)

SKILLS

- Strong Technical & Analytical Skills
- Good Written & Verbal Skills
- Ability to understand customer's needs
- Ability to work in teams
- Customer centric, empathetic mindset with good listening skills

LANGUAGE

- English
- Hindi
- Bengali (native)

INFORMATION

Nationality Indian

Gender Female

Caste Schedule Caste

Date of Birth 20.02.1996

Marital Status Unmarried

EXPERIENCE

ESCALATION SPECIALIST/ CUSTOMER SERVICE EXECUTIVE

Teleperformance

MAY 2024- MAY 2025

EDUCATION

- **B.Sc Honours from Behala College**
In the year 2017 I Calcutta University
- **Higher Secondary Education 12th**
In the year 2014 I WBCHSE
- **Secondary Education 10th**
In the year 2011 I WBBSE