

# Snehasis Chakrabarti

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I am a B.Sc. graduate continuously educating myself through various experiences I gain in my everyday life. I am searching for a job in such organizations where I can show my skills and upgrade myself by learning more and proving to be a valuable employee for the organization.

## Work Experience

### Customer Support Associate • Tech Mahindra

August 2023 - February 2025



- Respond to Customer Queries: Address customer questions, complaints, and concerns via email, phone, chat, or social media
- Provide Product/Service Information: Educate customers about product features, benefits, and troubleshooting
- Resolve Issues: Identify customer problems and provide appropriate solutions to ensure satisfaction
- Maintain Records: Document customer interactions and maintain detailed records of inquiries and resolutions
- Escalate Complex Issues: Forward unresolved issues to higher management or specialized teams
- Improve Customer Satisfaction: Work towards enhancing customer experiences to build loyalty
- Follow Communication Guidelines: Adhere to company protocols and policies while interacting with customers
- Stay Updated: Keep informed about new products, policies, and procedures to provide accurate information

### Sales Executive • Optical Stores (Optiworld & Eyecon)

September 2019 - March 2022



- Customer Handling: Communicate and understand the basic need of a customer and provide them the exact item (Spectacles or lenses) based on that.
- Business Growth: Pushing the limits of a customer to help them view better and also providing an increase in the store profits.
- Proposal to stock items based on requirements: The customer requirements keep changing every time. So, helped the owners to understand the need and thus making the items available and also placing them in positions where the items are noticed by the customers.

## Education



University of Calcutta

2019

Bachelor in Science



Jadavpur University (Project Impact)

Jan 2016 - Dec 2016

Diploma in Networking Technologies



Brainware Computer Academy

Nov 2014 - Nov 2015

Hardware and Networking



Purplesynapz

Jun 2022 - Sep 2022

Network Security

## Skills

- Hardware configuration, management and troubleshooting
- Networking components management such as switch, router
- Cloud Computing- Mostly Practiced AWS
- Adaptability
- Attention to details
- Creativity
- Problem solving

## Languages

- Bengali
- English
- Hindi

**I declare that the information presented in this resume is true and accurate to the best of my knowledge.**

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