

## Puja Mukherjee

### Contacts

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### Work Experience

#### A. STARTEK Bengaluru (senior executive manager) August 2023 -Nov 2024

- Proactively addressed escalated customer concerns by providing comprehensive guidance on product warranty terms and conditions.
- Demonstrated effective communication skills by personally contacting customers escalated by L1 support and delivering clear instructions regarding service center locations and procedures.
- Enhanced customer satisfaction and retention by promptly following up with detailed email communications outlining service center information and warranty coverage.

#### B. TTEC (Customer Service Executive) June 2022 – August 2023

- Working for eBay project in the Payments management department.
- Assist the member/ client with their funds and transaction details by verifying their identity.
- Promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.
- Managed end-to-end payments operations, ensuring seamless transactions, optimizing financial processes, and delivering exceptional financial services to clients.

#### C. TECH MAHINDRA (Email Support Executive) April 2021 – Jun 2022

- 1-year experience as an associate customer supporter.
- Listening to customers' concerns and handling complaints and returns and providing information via mail.
- Working with the sales team to create better methods to address customer complaints and queries.
- Assist in creating ways for delivering excellent customer service to irate customers.
- Provided prompt and professional email support, addressing customer inquiries, resolving issues, and ensuring high levels of customer satisfaction.

#### D. Appen (Web Research Evaluator) Aug 2019- Feb 2021

- Provided social media support utilizing platforms such as Facebook and Twitter to improve the relevancy of the news feed.
- Conducted research and performed evaluation and feedback of web search engine results of predefined queries.

### Professional Summary

A hardworking and passionate job seeker with strong organizational skills and ready to help the team achieve company goals. Motivated, Adaptable and Hard working. Have customer service skills. Teamwork skills. Empathic listener and persuasive speaker. Professionalism and strong work ethic. Have good team spirit and ability in learning new concepts quickly. **SKILL-HIGHLIGHTS** Strong decision maker. Versatile professional comfortable working in high-volume, high-stress environments. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

### Skills and Technology

- Completed diploma Course in Information Technology Application 2016- 2017 from Youth Computer Training Centre.
- Completed the advanced course in the English language 2018 from The Ramakrishna Mission Institute of Culture (school of languages)
- Basic knowledge
- Excel, MS PowerPoint, MS Word.
- Online chat and email
- Documentation and notes
- Payment management
- Issue escalation
- Relationship building
- Coaching and mentoring
- Presentation skills
- Receiving support
- Staff education and training

### Education Details

Course	Board/University	Institution	Year	Percentage
B.A(Hnrs)	Calcutta University	Vidyasagar College, Kolkata	2013-16	55%
12 <sup>th</sup>	WBCHSE	Netaji Shikshayatan	2011-13	67.4%
10 <sup>th</sup>	WBBSE	Ushumpur Adarsha Uchcha Vidyalaya	2010	60%

<b>Accomplishment</b>
<ul style="list-style-type: none"> <li>Received spot awards for outstanding client engagement with customers for 6 consecutive quarters in TTEC.</li> <li>Monetary Transactions - Handled cash, check, credit and automatic debit card transactions with 100% accuracy in TTEC.</li> <li>Compiled inventory lists and worked with vendors for product pricing and special orders. Handled high volume sales with cash, credit and gift card transactions, balancing cash draw at end of shift with 100% accuracy rate.</li> <li>Customer Relations - Earned highest marks for customer satisfaction, company-wide.</li> <li>Resolved product issues through consumer testing in Tech Mahindra.</li> </ul>
<b>Extra-Curricular Activities</b>
<ul style="list-style-type: none"> <li>Won Prize in 'Goldlist Diva' Organized by P.C Chandra Jewelers.</li> <li>• Frist runner up in 'Didi No.1'(season 7),Zee Bangla.</li> </ul>
<b>Languages</b>
<ul style="list-style-type: none"> <li>English, Bengali, Hindi</li> </ul>
<b>Additional Information</b>
<ul style="list-style-type: none"> <li>Provided exceptional customer service, ensuring customer satisfaction and retention through effective communication and problem-solving skills. Managed a high volume of customer inquiries, demonstrating strong product knowledge and resolving issues promptly and courteously. Maintained a positive and professional demeanor in all customer interactions, effectively handling challenging situations and diffusing customer complaints.</li> <li>Proactively identified opportunities to enhance the customer experience, implementing feedback-driven improvements and contributing to customer loyalty.</li> <li>Collaborated with cross-functional teams to address customer needs, escalating complex issues when necessary and ensuring timely resolution.</li> <li>Utilized CRM software to accurately document customer interactions, track inquiries, and provide comprehensive follow-up to ensure customer satisfaction.</li> <li>Consistently achieved and exceeded performance targets, such as average handling time, first-call resolution, and customer satisfaction scores.</li> <li>Developed and delivered training programs to educate new team members on customer service best practices and company policies.</li> </ul>