

Anusha Paul

Professional Summary

To pursue a fulfilling career by contributing to a forward-thinking organization that offers opportunities for professional development, skill refinement, and shared success.

Work Experience

ASSOCIATE- BACK OF HOUSE (BOH) (12/2023 - 02/2025) Wipro Limited

To generate and calculate bills and fix/correct the errors of the bills for Australian Consumers of Gas and Electricity
Additionally, fix error that would affect the bills automatically being generated.
Oversee discount strategies for clients.
Handled customer subscriptions.

CUSTOMER SUPPORT ASSOCIATE (08/2022 - 12/2023) Teleperformance

Working as a customer service associate in an international e-commerce company
Learnt importance of customer satisfaction provided needed resolutions to the customer, help the process to develop with valuable insights
Handled high-volume telephone calls to address and resolve customer queries.

Languages

English
Bengali

Hindi
Assamese

Skills & Proficiencies

- Communication
- Time management
- Customer support and Service
- Problem- Solving
- Critical thinking
- Customer Interaction
- Teamwork Skills
- Fast Learner
- Complaint Resolution

Educational Background

IGNOU (06/2023 - Pursuing)
M.A. SOCIOLOGY

Dibugarh University (04/2018 - 01/2021)
B.A. Sociology Honors

Hobbies and Interests

- Singing
- Dancing
- Cooking
- Listening to music