

# ISHITA MANDAL



## BASIC INFORMATION

Anandanagar, Inda, Kharagpur, West Bengal-721305  
imishita24@gmail.com, 7384882654  
Date of birth: March 24, 1999  
Gender: Female  
Website: [linkedin.com/in/ishita-mandal-693663176](https://www.linkedin.com/in/ishita-mandal-693663176)

## OBJECTIVES

To work in a challenging environment, and utilize my skills for the growth of organization.

To learn and function effectively in an organization and to constantly upgrade my knowledge and skills and create a safe work environment.

## AREA OF INTERESTS

- Communication
- Employee relation
- Management
- Training
- People
- Performance, development
- Public relation

## EDUCATION

### Bachelor of Science in Media Science

Aug,2018 - Jul,2021

Techno Main Saltlake

Completed Bachelor of Science in Media Science from Techno Main Saltlake, affiliated to Maulana Abul Kalam Azad University of Technology (formerly Known as WBUT) with DGPA 7.57 .

### West Bengal Council of Higher Secondary Education

Feb,2017 - May,2018

Inda Balika Vidyalaya

Completed 12th Board Exam in ARTS

### West Bengal Board of Secondary Education

Jan,2015 - Mar,2016

Inda Balika Vidyalaya

Completed 10th Board Exam

## SKILLS

- Time management
- Adaptability
- Communication
- Employee and customer service
- Computer Knowledge
- Active listening
- Problem solving
- Performance management
- Teamwork
- Multitasking
- Analytical skill

### Computer Skills:

- Microsoft Oce
- SAP Service Cloud
- Citrix

## HOBBIES

- Travelling
- Reading Books

## WORK EXPERIENCE

### Process Associate

14/12/2022 - 27/02/2025

Wipro LTD. - Kolkata

Worked for Thames Water process and United Health Group in Wipro LTD. Kolkata as a Process Associate for 2 years,

- Working on multiple service requests provided by customers/providers via chat and analysing and understanding the priority levels and providing solutions within SLA.
- Working on handing medical claims, billing, payment related queries and plan benefits.
- Customized customer experience to build brand loyalty.
- Enhanced working relationship by participating in team engagement activities.