

# Tapomoy Paul

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## Professional Summary

Detail-oriented and analytical professional with experience in Customer Support at British Telecom (BT) , now transitioning into the Anti-Money Laundering (AML) domain. Skilled in client communication, issue resolution, and data tools. Backed by certifications in Microsoft Excel and Digital Marketing. A quick learner with an entrepreneurial mindset and strong ethical foundation.

## Key Skills

- Client Communication & Issue Resolution
- AML Fundamentals & Risk Awareness
- Microsoft Excel
- Data Handling & Reporting
- Basic KYC & Customer Risk Understanding

## Certifications

- Google: Digital Marketing
- Microsoft Data: SharePoint, Power Platform, Access, Excel
- Microsoft Excel Essential Training – LinkedIn Learning

## Professional Experience

Trainee Customer Support Associate | British Telecom

2023 – 2024

- Resolved billing and service-related inquiries from UK-based customers with high accuracy.
- Managed escalations and ensured compliance with internal resolution protocols.
- Documented support cases and contributed to continuous process improvements.

Junior Supervisor | O-Range Dental Clinic

2021

- Handled appointment scheduling, inventory, and basic social media promotion.
- Managed operational tasks with attention to accuracy and patient confidentiality.

## **Entrepreneurial Initiative**

Founder – Prickly Pineapple (Gardening Startup)

2023 – Present

- Launched a small-scale gardening business focused on succulents and home décor.
- Managed product packaging, Instagram-based sales, and order logistics.

## **Education**

B.Com (Hons), Heramba Chandra College, University of Calcutta – CGPA: 7.17 | 2021

Class XII, C.I.S.C.E – 85.33% | 2018

Class X, C.I.S.C.E – 74.33% | 2016