

# Ankita Nath

## Customer Relationship Management & Backend Operations

Dedicated and results-driven professional with extensive experience in customer service and process management, skilled in handling high-risk customer situations. Seeking new opportunities for personal growth and financial stability, eager to leverage acquired skills in a dynamic and supportive work environment.

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📍 Hooghly, West Bengal, India

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## WORK EXPERIENCE

### Information Processing Specialist (ScottishPower) Tata Consultancy Services

01/2023 - 01/2025

Kolkata, West Bengal, India

- Customer service representative for email process at a UK-based gas and electricity supply company.
- Successfully resolved **95%+** of escalated customer complaints, improving customer satisfaction and proactively addressing high-risk situations by minimizing delays and ensuring compliance.
- Resolved complex customer issues related to meter readings, billing, and general inquiries by using 3-4 tools simultaneously to ensure accurate record updates and amendments.
- Ensured data accuracy by updating customer records, conducting regular audits, and identifying and correcting errors to maintain data integrity.
- Analyzed performance metrics to identify trends and areas for improvement and prepared detailed reports on key performance indicators, targets, and customer satisfaction.

### Office Assistant

#### Bramhaputra Valley Fertilizer Corporation Limited

11/2021 - 09/2022

Kolkata, West Bengal, India

- Maintained and analyzed sales and dealers data across **four states**, supporting sales managers.
- Reduced **processing errors by 20%** through meticulous documentation and reporting.
- Acted as a major point of contact for regional operations, ensuring smooth communication and workflow.

### Customer Service Associate

#### Fusion (Meesho)

07/2021 - 10/2021

Howrah, West Bengal, India

- Handled **100+ customer interactions daily** via inbound and outbound calls, resolving complaints with a **90%+ success rate**.
- Maintained detailed reports, leading to better customer insights and improved service response time.
- Assisted customers with inquiries related to billing, orders, and account management.

## EDUCATION

### Bachelor of Science

#### University of Calcutta (Raja Peary Mohan College)

2015 - 2019

Uttarpara, Howrah, West Bengal

- Mathematics 42.5%

### Higher Secondary

#### West Bengal Council of Higher Secondary Education (Serampore Girls' High School)

2014 - 2015

Hooghly, West Bengal, India

- Pure Science 83.4%

### Secondary

#### West Bengal Board of Secondary Education (Serampore Girls' High School)

2012 - 2013

Hooghly, West Bengal, India

- General 84%

## SKILLS

MS Excel

Data analysis & process optimization

Customer relationship management

Billing

Audit

Escalation management

Inbound and outbound calling

Operation management

AML Basics

## COURSES

Microsoft Excel - Excel from Beginner to Advanced (02/2025 - 05/2025)

Udemy.com

PostgreSQL (BASIC)

<https://simpli-web.app.link/e/LT8Twe1kRJB>

## LANGUAGES

English

Full Professional Proficiency

Hindi

Professional Working Proficiency

Bengali

Native or Bilingual Proficiency

## INTERESTS

Drawing

Face painting