Ishita Paul

196 netaji colony ,kolkata 700090

9330365231 | palishita42@gmail.com

Objective

A detail-oriented and technically proficient professional with experience in billing, data analysis, and problem-solving, seeking to transition into the Associate Analyst role. Eager to apply my technical expertise, analytical mindset, and reporting skills to deliver valuable insights that support decision-making and drive operational efficiency

Education

- **Calcutta University** 2024
  B.A

- **Frankfin institute of Airline services** 2020
  F.I.AT

Skills

- Data analysis and interpretation
- Ms office
- Risk management
- Kyc
- Technical skills
- Fast learner
- Continuous improvement
- Transaction monitoring
- Awareness of emerging fraud scheme (eg phising , theft, payment fraud)
- Written and verbal communication
- Credit risk check
- Proficient in using CRM tools
- Active listening

Experience

- **Wipro** March 2020 - Sep 2021
  Medical finance and billing Advisor
  Offered medical billing insights and guidance on health care strategies, policies, and practices tailored to UHG project
  Dealt with billing details of insurance for the USA residents .
  Processed the billing claims as submitted by the healthcare facilities

- **British telecom** Dec 2021 - Current
  Senior business support executive

  Managed complex billing processes, ensuring accuracy and compliance with contractual agreements and regulations.
  Analyzed large datasets related to customer billing cycles, transactions, and service usage to identify discrepancies and optimize processes.

  Collaborated with internal teams (finance, IT, customer ,service) to resolve billing issues and implement system enhancements.

  Created detailed reports and dashboards to track billing performance, customer satisfaction, and operational efficiency.

Provided technical support to team members on billing-related systems and tools, troubleshooting and resolving data inconsistencies.

Monitored and ensured the timely invoicing of customers, performing quality control checks and data validation to prevent errors.

Languages

- English
- Hindi
- Bengali

Projects

- **EE small business support**
  I have provided comprehensive support to my colleagues in addressing the business requirements by clarifying key objectives, identifying potential challenges, and offering quick and result oriented solutions . Additionally, I helped troubleshoot issues and offered guidance on the best practices for implementation, ensuring that the team had the necessary resources and knowledge to move forward effectively.

Achievements & Awards

- Consistently Exceeded Performance Targets: Recognized for surpassing KPIs by handling a high volume of customer inquiries while maintaining a customer satisfaction score of 90% or higher. Awarded Employee of the Month: Received "Employee of the Month" honors 2 times for demonstrating exceptional problem-solving skills and delivering outstanding customer service. Trained and Mentored Team Members: Successfully onboarded and mentored new customer service representatives, helping them reach performance benchmarks within 2 weeks of joining the team.