

# SUPRAKSHITA RAMAN

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Experienced Senior Customer Support and Human Resources professional with 5+ years of expertise in client service and HR operations. Proven success in reducing escalations by 95%, improving first contact resolution by 80%, and streamlining HR processes. Skilled in escalation management, customer experience (CX) improvement, complaint resolution, SLA adherence, recruitment, talent acquisition, employee engagement, training, and process optimization to support organizational growth and efficiency.

## PROFESSIONAL EXPERIENCE

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Tata Consultancy Services — Kolkata, India

### Senior Customer Support | Jan 2022 – Jul 2025

- Delivered high-quality customer service and escalation management for international clients, consistently maintaining a CSAT score above 90%.
- Reduced complaint numbers by 95% (from 200+ monthly to fewer than 10) during production.
- Increased positive first contact resolution (FCR) feedback by 80% within the first year.
- Assisted in developing work instructions and process maps for pilot batch projects, resulting in a 20% reduction in handling time and improved SLA compliance.

Meducorpo Pvt. Ltd. — Kolkata, India

### HR & Recruitment Executive | 2018 – 2021

- Recruited and onboarded 200+ candidates through job portals and walk-in drives, improving hiring turnaround time by 30%.
- Managed end-to-end HR operations including screening, induction, and documentation for a workforce of 150+ employees.
- Administered attendance and payroll management using Zoho HRMS, ensuring 100% compliance with payroll timelines.
- Conducted induction and training programs for 50+ new hires per quarter, improving new employee productivity by 25% within 90 days.
- Handled HR compliance and reporting activities, achieving zero audit findings during tenure.

## EDUCATION

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**Bachelor of Business Administration (BBA)** — University of Calcutta | 2015 – 2017

## SKILLS & OTHER

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Customer Service & Support • Escalation Management • SLA & Quality Assurance • SAP CRM Billing • Recruitment & Talent Acquisition • Training & Development • Employee Engagement • Typing Speed 40 WPM (90% accuracy) • Transaction Monitoring • Communication & Interpersonal Skills • Reporting & Documentation • MS Office

Languages: English, Hindi