

Ayanava Majumder

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CAREER OBJECTIVE

Results-driven and detail-oriented professional, currently pursuing a PGDM at Globsyn Business School (2024-26). With over 2 years of experience as a Seller Support Associate at Amazon IN. Have expertise in problem-solving, problem analysis and delivering exceptional customer service. Strong proficiency in Microsoft Office software. Equipped with excellent analytical and communication skills, with a demonstrated ability to drive efficient solutions and ensure seamless project execution. Highly adaptable, self-motivated, and dedicated to continuous learning and professional growth, aiming to contribute effectively in dynamic and challenging business environments.

EDUCATION

YEAR	COURSE	SPECIALIZATION	BOARD/UNIVERSITY	PERCENTAGE OBTAINED
2026	PGDM	Finance	Globsyn Business School	Pursuing
2020	B.Sc	Electronics	University of Calcutta	67.50%
2017	Class XII	Science	CBSE	75.00%
2015	Class X	General	CBSE	87.40%

INTERNSHIP

Company Name: Axis Bank

[From 05-05-2025 To 27-07-2025]

- Project Title:** Exposure to Banking Services: Analysis of Retail Banking & Banking Operations at Axis Bank
- Location:** Salt-lake Sector V
- Job Responsibility:**
 - During my Summer Internship at **AXIS Bank, Salt Lake Sector-V Branch (May 2025 – July 2025)**, I gained comprehensive exposure to both core and digital banking operations. My role involved hands-on learning in account handling, loan processing, and digital services such as UPI and mobile banking. I actively engaged in customer service and grievance redressal processes, ensuring efficient resolution of queries while maintaining service quality. Additionally, I worked with performance metrics data to understand turnaround time (TAT), customer feedback, and service efficiency. The internship also enhanced my product knowledge across various banking offerings including accounts, insurance, investments (MF, PPF, NPS), and loan products, thereby strengthening my practical understanding of financial services and customer relationship management.

WORK EXPERIENCE

Company Name: Amazon India

[From 16-05-2022 To 20-06-2024]

- Designation:** Selling Partner Support (SPS) Associate
- Location:** Kolkata
- Job Responsibility:**
 - My primary responsibility was to interact with Selling Partners through various communications, such as calls/email/chat. I worked to assist on end-to-end ownership of every seller interaction coupled with proactive problem solving and provides exceptional support to sellers.
 - I was tasked in providing prompt and efficient service to Amazon Selling Partners including the appropriate escalation of Sellers' issues. Actively seeking solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.

OTHER INFORMATION

KEY SKILLS:	<ul style="list-style-type: none">• Problem-solving: I applied critical thinking in my assignments to recommend actionable solutions for complex issues.• Team Collaboration: I've worked with diverse teams during academic projects and GBS events, effectively distributing tasks and aligning goals.• Time Management: Balancing academics, extracurricular activities, and projects has honed my ability to prioritize and meet deadlines.• Data Analysis and Visualization / Data Analytics: I have worked on case studies and research projects requiring data-driven decision-making, where I analyzed trends and presented actionable insights. I have worked on a research paper on electricity consumption where I used statistical tools.• Marketing Campaign Strategy: I've created marketing proposals and business plans, including for events like Entre-Arena and the Eco-Smart project.
LANGUAGE KNOWN:	English (Professional), Bengali (Native), Hindi (Professional)