

# Dipanwita Baidya

Uttarpara, Hooghly  
baidya.diya1998@gmail.com  
6290694597

## CAREER OBJECTIVE

A highly motivated and dedicated B.Tech graduate in Computer Science and Engineering seeking to leverage strong problem-solving and communication skills in a challenging role that values continuous learning, responsibility, and growth.

## Languages

Bengali, Hindi, English

## Experience

### Customer Support Associate

Teleperformance India • Kolkata

05/2023 - 11/2025

- Deliver top-tier customer support for Amazon's North America Operational Unit, addressing complex e-commerce queries with efficiency and empathy.
- Educate customers on Amazon's e-commerce policies, ensuring clarity and trust.
- Maintain strict confidentiality and data privacy while resolving issues, boosting customer satisfaction and loyalty.
- Developed advanced problem-solving, communication, and interpersonal skills through daily interactions with diverse customers.

## Education

### Computer Science Engineering

JIS College of Engineering • Kalyani

07/2020

Completed Bachelor of Technology in Computer Science & Engineering (B.Tech) from JIS College of Engineering under MAKAUT (2016 – 2020) with an excellent academic record of 76%. The degree provided me with a strong foundation in software development, data structures, algorithms, and programming languages including C, C++, Java, and Python. This comprehensive education equipped me with both theoretical knowledge and practical skills essential for the dynamic field of technology and innovation.

### Higher Secondary Education

Uttarpara Girls High School • Uttarpara

06/2016

Successfully completed Higher Secondary (HS) education from Uttarpara Girls' High School under WBCHSE in 2016 with a commendable 69.2% score. This academic experience helped build a solid foundation in core subjects, cultivated discipline, and developed a structured approach to learning, laying the groundwork for future technical studies and professional growth.

## Skills

C/C++, Java, Python, Machine learning, Proficiency in MS Office Suite (Word, Excel, PowerPoint), Customer Support, Problem Solving, Strong Communication, Hard-working and Punctual, Quick Learner

## **Certificates**

6-week training on Graphic Design (Score: 75%), Big Data using Hadoop (June 24, 2019 – July 6, 2019), Machine Learning using Python (Dec 2018 to Jan 2019), 8-week NPTEL Introduction to Programming in C (Score: 62%)

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## **Projects**

### **Health Care Chatbot:**

Developed a text-based healthcare chatbot (THCB) using Python to support both patients and health professionals.

Implemented AI techniques for natural language interaction and assistance.

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## **Declaration**

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Place: Uttarpara

Date: December 11 2025

Signature: Dipanwita Baidya

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