

Madhurima Basak

Billing Analyst – British Telecom (UK Process)

Kolkata, India

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SUMMARY

Detail-oriented MCA professional with **1.5 years of experience as a Billing Analyst** at British Telecom, specializing in **UK customer billing support, invoice validation, dispute resolution, and billing analytics**. Skilled in handling complex B2B customer queries, identifying billing discrepancies, and ensuring timely resolution. Adept at using analytical and problem-solving abilities to improve billing accuracy and customer satisfaction. Seeking to leverage technical knowledge and business understanding to grow in a billing, finance operations, or IT-support aligned role.

WORK EXPERIENCE

Billing Analyst | British Telecom (BT Business) | Kolkata

June 2024 – Present

- Handled **UK B2B customer billing queries**, ensuring accurate and timely resolution.
 - Resolved complex billing issues for **1000+ clients**, improving customer satisfaction by **30%**.
 - Performed **bill analysis, invoice corrections, usage verification, and credit adjustments**.
 - Coordinated with cross-functional teams to validate charges and reduce billing errors by **25%**.
 - Improved process efficiency by streamlining workflows, reducing retrieval time by **30%**.
 - Maintained **98% SLA compliance** through effective communication and prioritization.
 - Recognized for **exceptional performance and customer handling excellence**.
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KEY COMPETENCIES

Billing & Customer Support Skills

- UK Customer Handling
- Billing Analysis & Invoice Validation
- Dispute Resolution
- SLA Management
- Usage & Charge Verification
- Customer Relationship Management

Technical Interest Areas

- Networking (TCP/IP), OSI Model
- Network Security, Cybersecurity
- IT Infrastructure (Switches, Routers, Firewalls)

Projects

- Movie Ticket Booking System
- Travel Information System
- School Management System (MERN Stack: React.js, Node.js, MongoDB)

Industrial Training

Ardent Computech Pvt Ltd

- MERN Full Stack Training
- Project: School Management System

TECHNICAL SKILLS

- MS Excel, MS Word, MS PowerPoint
- Windows, Linux
- SQL
- CRM Tools (Billing/Case Management)
- Credit management
- Risk management

NON-TECHNICAL SKILLS

- Problem Solving
- Communication
- Time Management
- Team Collaboration

EDUCATIONAL QUALIFICATION

Masters of Computer Application (2023–2025)

Netaji Subhas Engineering College, Kolkata

Bachelor of Computer Application (2020–2023)

Techno Main, Salt Lake (MAKAUT)

Higher Secondary (2016–2018)

Christ Church Girls' High School (W.B.B.S.E)

HOBBIES

- Reading
- Listening to Music
- Painting

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