

# NAMRATA BERA

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## PERSONAL SUMMARY

Dynamic professional with a proven track record at Tech Mahindra Limited, enhancing customer satisfaction through proactive support. I excel in effectively resolving inquiries and improving processes to drive operational efficiency.

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## EXPERIENCE

### Customer Support Associate, 07/2024 - Current Tech Mahindra Limited - Kolkata, IN

- Provided technical support to customers via phone calls and emails.
- Reduced average call resolution time by 15% by implementing a new troubleshooting process.
- Increased customer satisfaction scores by 10% through proactive communication and issue resolution.
- Handled an average of 72-80 customer inquiries per day, ensuring timely and accurate resolutions. Reduced average call resolution time by 15% by implementing a new troubleshooting process.
- Increased customer satisfaction scores by 10% through proactive communication and issue resolution.

### Retail Pharmacist, 01/2022 - 07/2024 Shree Shakti Drug House - Kolkata, West Bengal

- Managed stock levels regularly to fit customer needs
- Operated cash register and evaluated cash flow levels
- Managed packing orders for drive-through customers
- Suggested timetable changes resulting in productivity

### Safety Science Analyst, 01/2020 - 01/2021 Pharmaleaf India Pvt Ltd - Bengaluru, KA

- Processing and analyzing safety data, particularly adverse events, to ensure the safety and efficacy of products.
- Performed tasks like case intake, triage, data entry, narrative writing, and coding adverse events.
- Contributed to report submissions and ensure compliance with regulatory guidelines.

### Hospital Pharmacist, 01/2020 - 12/2020 ESI Hospital - Hooghly, West Bengal

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## CONTACT

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## SKILLS

- Technical support
  - Customer Relations
  - Effective communication
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## LANGUAGES

**English:** First Language

**Hindi:** C2  
Proficient (C2)

**Bengali:** C2  
Proficient (C2)

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## EXTRACURRICULAR ACTIVITIES

President of Culture Club, Managed weekly meetings, Organized several cultural events, Redacted reports for School Newspaper, Managed club's social media account

## EDUCATION

**Pharmaceutical Technology, 08/2020**

**Maulana Abul Kalam Azad University of Technology** - Hooghly, West Bengal

GPA: DGPA: 7.78

**12th standard, Science stream, 01/2016**

**Hindmotor High School** - Hindmotor, West Bengal

GPA: Percentage: 69

**10th standard, 01/2015**

**Hindmotor High School** - Hindmotor, West Bengal

GPA: Percentage: 71.57

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## REGISTERED MEDICAL PHARMACIST

- W.B. A CATEGORY PHARMACY COUNCIL Registration No: A24441