

Resume

Name - Shatakshi Kumari

Address: Podrah, Shibtala, Howrah – 711109

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Email: kumarishatakshi845@gmail.com

Date of Birth : 18th November 1999

Marital Status : Single

Nationality : Indian

Gender : Female

Languages Known : English, Hindi, Bengali

Hobbies : Reading books



Career Objective

To thrive in a creative, innovative, and professional environment where I can contribute meaningfully to organizational goals using my knowledge, potential, and abilities—while continually advancing my technical and analytical skills.

Educational Qualifications

Degree/Certificate	Discipline	Board/ University	Year	% age of Marks/ CGPA
Bachelor's	Accounting	University of Calcutta	2020	6.1 CGPA
Higher Secondary	Commerce	ISCE	2017	75%

Professional Qualification & Experience

Worked as Customer Service Support Advisor

Organization: BT E Serv (India) Pvt Ltd,

Kolkata DLF-2 Newtown

Department: CBS Billing

Date of Joining: 12th April 2024 Duration: 1 year 8 months - Working since 12 th April, 2024- 15th December 2025

- Managed billing operations and client records, handled financial documentation

Responsibilities:

- Supported the CBS Billing team in streamlining workflows
- UK business customer handling, risk management, and billing analytics. Seeking to leverage analytical and problem-solving skills in a networking role, applying knowledge of networking fundamentals and protocols.
- Eager to transition into a dynamic networking team and deliver exceptional service and support

WORK EXPERIENCE

- BT E Serv (India) Pvt. Ltd | BT Business | Kolkata
- Promoted for exceptional performance

- 95% resolution rate for 1000+ B2B clients, improving satisfaction by 30%
- Streamlined processes, boosting productivity and reducing retrieval time by 30%
Achieved 98% SLA compliance through effective coordination

Achievements :

- Recognized as Brilliant Performer of the Year (2024-25) by British Telecommunications
- Awarded Employee of the Month multiple times for outstanding contributions and consistency

Computer Skills

Category - Tools & Technologies

Operating Systems Windows XP, 7, 8, 10; Linux

Software Knowledge MS Office (Word, PowerPoint, Access)

Basic knowledge of MS word and MS Excel

Personal Traits

- Cooperative and a good communicator
- Responsible and understanding - Honest and dedicated
- Friendly and easily adaptive

Declaration :

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Date :