

Upasana Roy

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Professional Summary

Dynamic and analytical professional with strong expertise in data-driven problem-solving, process optimization, and client collaboration. Equipped with technical and analytical skills from prior software and quality assurance experience, now aiming to leverage these capabilities to build and manage MSME relationships, drive business growth, and deliver high-value financial solutions.

Key Skills

- Client Engagement & Relationship Management
- MSME Portfolio Development & Business Growth
- Data Interpretation & Reporting
- Strong Verbal and Written Communication
- Stakeholder Collaboration & Team Coordination
- Process Optimization & Workflow Improvement
- Proficiency in MS Office Tools (Excel, Word, PowerPoint)

Professional Experience

Infor India Pvt. Ltd. | Quality Assurance Analyst – Associate (Development) | Apr 2025 – Aug 2025

- Partnered with cross-functional teams to identify and resolve workflow issues impacting client deliverables, ensuring service continuity.
- Conducted data validation and system testing to maintain accuracy across large-scale client databases, reflecting strong attention to detail and process discipline.
- Collaborated with stakeholders to enhance system performance and ensure timely project completion—skills directly transferable to managing MSME client portfolios.

Tech Mahindra | Associate Software Engineer | Sep 2024 – Mar 2025

- Developed client-facing applications and dashboards, strengthening problem-solving and analytical capabilities.
- Improved data management efficiency through SQL optimization and end-user feedback integration.
- Applied Agile methodologies emphasizing teamwork, communication, and client satisfaction—key to effective relationship management.

Education

Bachelor of Technology in Computer Science & Engineering

RCC Institute of Information Technology (MAKAUT) | CGPA: 8.85

Achievements & Leadership

- Recognized for analytical problem-solving and cross-team collaboration.
- Secretary, Rotaract Club – Led initiatives to improve community engagement, fostering relationship-building skills.

Languages Known

English(R-W-S)

Hindi(R-W-S)

Bengali(R-S)