

POULAMI DAS

Kolkata, West Bengal

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Objective

Detail-oriented graduate and customer support professional seeking an **entry-level analyst or operations role** in a process-driven corporate environment. Bringing experience in **customer handling, documentation, data review, Excel usage, and compliance with standard procedures**, with a strong willingness to learn and grow in financial services and analytical domains.

Experience

Customer Support Executive
Tech Mahindra Ltd.

(06/08/2025- Till Date)

- Handled customer queries through voice and written communication channels
- Documented customer interactions accurately in internal systems
- Followed standard operating procedures and quality guidelines
- Analyzed issues and escalated cases when required
- Maintained confidentiality of customer and company information
- Met productivity and quality benchmarks consistently

Education

- B.Tech – Computer Science & Engineering** 2022-2025
Greater Kolkata College of Engineering and Management (JIS University)
MAKAUT | 2025
CGPA- 7.56
- Diploma (Engineering)**
Budge Budge Institute of Technology
WBSCT | 2022 | 74.5%
- Higher Secondary (Class XII)**
Dakshin Moyna High School
WBCHSE | 2019 | 81.4%

Skills

- MS Excel (basic formulas, sorting, filtering), MS Word
- Computer Fundamentals (Windows OS, email, documentation tools)
- Verbal & Written Communication
- Analytical Thinking
- Problem Solving
- Adaptability

Extra-Curricular Activities

- Dancing
- Volunteer Work

Interests

- Problem-solving activities
- Learning new tools and software
- Documentation and report preparation

Languages

- English Bengali Hindi