



# Madhurima Dutta

## WORK EXPERIENCE

### Wipro Limited

**Process Associate (April'2022-November'2023)**

Process service contracts and payment informations and maintain up-to-date directory of healthcare providers under the United Health Group(UHG) and United Healthcare(UHC).

### Concentrix

**Advisor II (January'2024-February'2026)**

Provides real-time customer support through online chat platforms, answering enquiries about products or services, resolving issues and guiding customers through their needs.

## EDUCATIONAL HISTORY

### CALCUTTA UNIVERSITY

*Bachelor of Science (2016 - 2020)*

### LAKE TOWN GOVT. SPONSORED GIRLS' HIGH SCHOOL

*West Bengal Council of Higher Secondary Education (2016)*

### LAKE TOWN GOVT. SPONSORED GIRLS' HIGH SCHOOL


*West Bengal Board of Secondary Education (2014)*

## TECHNICAL QUALIFICATION


### MAYA ACADEMY OF ADVANCED CREATIVITY (MAAC)

*Diploma in Advanced Program in Digital Media and Design (2019-2021)*

## CONTACT

 9051345268

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## SKILLS

- Project Management
- Time Management
- Team Work
- Interpersonal Communication
- Process Improvement
- Adaptability

## LANGUAGES

English 

Bengali 

Hindi 