

## PRITHA DUTTA

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### SUMMARY

Reviewed and analysed data to identify anomalies, flagged issues for escalation, and documented findings clearly for review teams. Worked independently in a fast-paced environment, met production and quality standards, and applied feedback to improve output. Strong written communication—prepared summaries and reports that synthesized findings and recommendations. Followed procedures and regulatory guidelines consistently, managed multiple tasks simultaneously, and collaborated effectively across teams. Proficient in MS Excel and MS Word with solid analytical thinking and problem-solving skills.

### PROFESSIONAL EXPERIENCE

#### SPRINGWORKS

##### OPERATIONS-(CASE ANALYST) Intern

REMOTE  
17<sup>th</sup> March, 2025 – 7<sup>th</sup> November, 2025

- Handled 100+ cases monthly across multiple channels, resolved issues within SLA guidelines, and escalated complex situations to leadership with complete context.
- Identified patterns from 300+ monthly case interactions, flagged 15+ process gaps to management, and contributed to solutions that reduced repeat issues by 25%.
- Followed SOPs and compliance procedures while maintaining 98%+ accuracy, updated internal documentation, and ensured quality standards across all work.
- Worked independently with minimal supervision, managed time across competing priorities, and communicated clearly with stakeholders to resolve issues and meet deadlines.

##### Key Tools and Skills:

Analyze Data Sources • Identify Anomalies & Red Flags • Evaluate Unusual Patterns • Research Multiple Data Sources • Prepare Written Summaries • Synthesize Findings & Recommendations • Document Cases Clearly • Submit Work for Quality Review • Apply Feedback • Follow Regulatory Procedures • Adhere to Timeframes • Meet Quality & Production Standards • Escalate Complex Issues • Work Independently & In Teams • Manage Multiple Tasks • Excel & Word Proficient • Learn New Tools Quickly • Identify Process Improvements • Trello • Google Sheets

### PERSONAL PROJECTS

#### CLIENT ONBOARDING PROCESS OPTIMIZATION - Operations Analytics

Performed Exploratory Data Analysis

Tools used: MS-EXCEL

- Cleaned and analysed client onboarding datasets using MS-Excel, performing exploratory data analysis (EDA) to identify process bottlenecks, define time-to-activation metrics, and uncover onboarding completion patterns.
- Built interactive dashboards with pivot tables and slicers, translating analytical findings into actionable insights that supported customer success initiatives, onboarding funnel optimization, and process standardization.
- Compared onboarding timelines across client segments vs. implementation phases, uncovering friction points and success factors that informed process acceleration, engagement strategies, and time-to-value improvements.

#### ECHAPPER - User Research & Product Flow Documentation for an Onboarding Platform

An engaging and user-friendly SaaS onboarding platform for seamless client integration and vendor management

Tools used: FIGMA, Favicon

- Conducted user behaviour analysis across registration, setup, and configuration flows in an onboarding platform, mapping end-to-end user journeys for new clients and internal teams.
- Identified 5+ friction points in the onboarding experience, documenting insights to support process optimization and operational efficiency improvements.
- Created flow documentation to improve platform clarity and user adoption, supporting cross-functional alignment between operations, design, and development teams.

### EDUCATION

#### TECHNO INDIA UNIVERSITY

BACHELOR OF COMPUTER APPLICATIONS

KOLKATA, WEST BENGAL

2022 – 2025, CGPA: 8.61

#### AUXILIUM CONVENT SCHOOL

INDIAN SCHOOL CERTIFICATE, COMPUTER SCIENCE

KOLKATA, WEST BENGAL

2022, PERCENTAGE: 79

#### AUXILIUM CONVENT SCHOOL

INDIAN CERTIFICATE OF SECONDARY EDUCATION

KOLKATA, WEST BENGAL

2020, PERCENTAGE: 82.3

### TECHNICAL SKILLS AND INTERESTS

**Business Tools:** MS Excel • MS PowerPoint • Google Sheets • Trello • Microsoft Teams • Slack

**Data & Analysis:** SQL (Data Validation, write & run queries) • KPI Reporting • Data Visualization • User Behaviour Analysis

**Programming:** Python • R

**Professional Competencies:** Customer Relationship Management & Sales Operations • Cross-Functional Collaboration & Team Coordination • Problem Solving & Objection Handling • Time Management & Process Optimization • Attention to Detail & Quality Assurance • Adaptability & Learning Agility • Performance Under Pressure & Target Achievement