

Background Verification Form

Company name: AML Rightsource India Pvt Ltd 2FY25

Purpose of Application: NORMAL BGV(EMPLOYMENT)

Applicant's CV

PRITHA DUTTA
Dum Dum, Kolkata, West Bengal • pritha.dutta0413@gmail.com • +91 6290128386 • www.linkedin.com/in/pritha-dutta-08798331a

SUMMARY
Handled cases independently with minimal supervision, made decisions within guidelines, and escalated complex issues when needed. Identified patterns across cases that helped reduce recurring problems. Communicated with stakeholders through email and phone to resolve issues and explain situations. Followed SOPs consistently while maintaining quality standards and meeting productivity targets. Strong problem-solving and analytical skills with ability to navigate systems, find needed information, and adapt to flexible schedules in fast-paced team environment.

PROFESSIONAL EXPERIENCE

OPERATIONS (CASE ANALYST) Intern | **REMOTE**
17th March, 2025 – 7th November, 2025

- Processed and managed 100+ high-volume case requests monthly adhering to quality standards, SLAs, and operational guidelines while maintaining 98%+ accuracy benchmarks.
- Single-handedly managed insufficiency team operations, conducting end-to-end issue diagnosis across 250+ monthly cases via multiple channels, documenting in tracking systems, and escalating complex issues with complete context for resolution.
- Analyzed recurring trends from 300+ monthly interactions and case resolutions to identify 15+ process bottlenecks, reducing repeat issues by 25% and improving first-contact resolution rates.
- Maintained comprehensive case documentation and updated internal knowledge bases, ensuring operational consistency, compliance adherence, and continuous process improvement.

Key Tools and Skills:
Handle Cases Independently • Make Decisions within Guidelines • Escalate Complex Issues • Identify Patterns • Analyze Recurring Issues • Strong Problem-Solving • Analytical Thinking • Written & Verbal Communication • Email & Phone Communication • Explain Complex Situations • Follow SOPs • Maintain Quality Standards • Meet Productivity Targets • Navigate Systems & Tools • Find Data Efficiently • Time Management • Organizational Skills • Flexible Schedule • Work with Minimal Supervision • 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
AUXILIUM CONVENT SCHOOL
INDIAN CERTIFICATE OF SECONDARY EDUCATION
AUXILIUM CONVENT SCHOOL
INDIAN CERTIFICATE OF SECONDARY EDUCATION

KOLKATA, WEST BENGAL
2022 - 2023, CGPA: 8.51
KOLKATA, WEST BENGAL
2022
KOLKATA, WEST BENGAL
2020, PERCENTAGE: 83.3

TECHNICAL SKILLS AND INTERESTS

Business Tools: Google Sheets, MS Excel, PowerPoint, Trello, Microsoft Teams, Slack
Data & Analysis: SQL, KPI Reporting, Data Visualization, User Behaviour Analysis
Programming: Python, R
Professional Competencies: Customer Relationship Management & Operations • Cross-Functional Collaboration & Team Coordination • Problem Solving & Objection Handling • Time Management & Process Optimization • Attention to Detail & Quality Assurance • Adaptability & Learning Ability • Performance under Pressure & Target Achievement

Govt ID #1

ভারতের নির্বাচন কমিশন
ELECTION COMMISSION OF INDIA
নির্বাচকের সচিত্র পরিচয় পত্র **Elector's Photo Identity Card**

নাম : পৃথা দত্ত
Name : PRITHA DUTTA

পিতার নাম : প্রসেনজীৎ দত্ত
Father's Name : PRASENJIT DUTTA

লিঙ্গ/Gender : স্ত্রী / Female

জন্ম তারিখ / বয়স :
Date of Birth/ Age : 12-07-2004

RXC2205722

RXC2205722

Govt ID #2

ঠিকানা : ১৯/৪৫, কে বি সরনী, দমদম, মল রোড, উত্তর ২৪ পরগণা,
পশ্চিমবঙ্গ-700080
**Address : 19/45, K B SARANI, DUMDUM, MALL ROAD,
NORTH 24 PARGANAS, WEST BENGAL-700080**

Personal Information

Full Name	Pritha Dutta
Former Name / Maiden Name	N/A
Mobile Number	6290128386
Father's Name	Prasenjit Dutta
Spouse's Name	N/A
Date of Birth	12-07-2004
Age	21 years 8 months
Gender	female
Alternative Mobile Number	9903074692
Aadhar Card Number	306278207600
Aadhar Card Number	N/A
Pan Card Number	HZPPD5238E
Nationality	INDIAN
Marital Status	Single

Permanent Address

House no	19/45 K.B. SARANI MALL ROAD, MATRI BHAVAN FLAT 3A FLOOR - 2, DUM DUM, KOLKATA - 700080
Street	MALL ROAD
District	N/A
City	KOLKATA
State	WB
Pincode	700080

Current Address

House no	19/45 K.B. SARANI MALL ROAD, MATRI BHAVAN FLAT 3A FLOOR - 2, DUM DUM, KOLKATA - 700080
Street	MALL ROAD
District	N/A
City	KOLKATA
State	WB
Pincode	700080

LATEST EMPLOYMENT 1

I am a Fresher and do not have any prior employment experience	0
Name of the Employer:	Cognizant Technology Solutions India Private Ltd
Job Location:	Kolkata
Employee ID:	2460648
Designation:	Analyst Trainee
UAN Number:	102181591662
From Date:	13-11-2025
To Date:	20-11-2025
Name of the Reporting Manager:	N/A
Manager's Contact No:	0
Manager's Contact Email:	N/A
Reasons for leaving:	Resigned to pursue a role more closely aligned with analysis rather than administrative support
HR Name:	N/A
HR Contact No:	0
HR Email ID:	verification@cognizant.com
Last Salary Drawn:	4899
Position Type:	temporary
Current Status:	relieved_completed_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	1
Relieving Letter	1
Latest 3 months pay slip	1
I am a Fresher and do not have any prior employment experience	0
Name of the Employer:	Cognizant Technology Solutions India Private Ltd
Job Location:	Kolkata
Employee ID:	2460648
Designation:	Analyst Trainee
UAN Number:	102181591662
From Date:	13-11-2025

LATEST EMPLOYMENT 1

To Date:	20-11-2025
Name of the Reporting Manager:	N/A
Manager's Contact No:	0
Manager's Contact Email:	N/A
Reasons for leaving:	Resigned to pursue a role more closely aligned with analysis rather than administrative support
HR Name:	N/A
HR Contact No:	0
HR Email ID:	verification@cognizant.com
Last Salary Drawn:	4899
Position Type:	temporary
Current Status:	relieved_completed_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	1
Relieving Letter	1
Latest 3 months pay slip	1

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EX EMPLOYMENT 2

If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	0
Name of the Employer:	SPRINGROLE INDIA PRIVATE LIMITED (SPRINGWORKS)
Job Location:	REMOTE (BANGALORE)
Employee ID:	SRIND780
Designation:	Operations Intern
UAN Number:	102181591662
From Date:	17-03-2025
To Date:	07-11-2025
Name of the Reporting Manager:	Selva
Manager's Contact No:	0
Manager's Contact Email:	selvendiran.t@springworks.in
Reasons for leaving:	To look for better opportunity and also had eye strain at that time
HR Name:	Ipshita Sharma
HR Contact No:	0
HR Email ID:	ipshita.sharma@springworks.in
Last Salary Drawn:	5100.23
Position Type:	Internship
Agency Details:	
Resignation Acceptance	
Relieving Letter	1
Latest 3 months pay slip	1
If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	0
Name of the Employer:	SPRINGROLE INDIA PRIVATE LIMITED (SPRINGWORKS)
Job Location:	REMOTE (BANGALORE)
Employee ID:	SRIND780
Designation:	Operations Intern
UAN Number:	102181591662
From Date:	17-03-2025
To Date:	07-11-2025
Name of the Reporting Manager:	Selva

EX EMPLOYMENT 2

Manager's Contact No:	0
Manager's Contact Email:	selvendiran.t@springworks.in
Reasons for leaving:	To look for better opportunity and also had eye strain at that time
HR Name:	Ipshita Sharma
HR Contact No:	0
HR Email ID:	ipshita.sharma@springworks.in
Last Salary Drawn:	5100.23
Position Type:	Internship
Agency Details:	
Resignation Acceptance	
Relieving Letter	1
Latest 3 months pay slip	1

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PREVIOUS EMPLOYMENT 3

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 3	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 3	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 3

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

PREVIOUS EMPLOYMENT 4

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 4	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 4	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 4

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

PREVIOUS EMPLOYMENT 5

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 5	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 5	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 5

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

GRADUATION

I haven't done my Graduation	0
College Name:	Techno India University
College Location:	Salt Lake, Kolkata
University Name:	Techno India University
Major / Specialisation	Bachelor of Computer Applications Honors, BCA (H)
Course / Qualification:	8.61
Part Time/ Full Time:	full_time
Roll Number / Register Number:	221001102368
From:	28-09-2022
To:	20-08-2025
Marksheet	1
Provisional Certificate / Diploma / Other Certificates	
Degree Certificate	1
I haven't done my Graduation	0
College Name:	Techno India University
College Location:	Salt Lake, Kolkata
University Name:	Techno India University
Major / Specialisation	Bachelor of Computer Applications Honors, BCA (H)
Course / Qualification:	8.61
Part Time/ Full Time:	full_time
Roll Number / Register Number:	221001102368
From:	28-09-2022
To:	20-08-2025
Marksheet	1
Provisional Certificate / Diploma / Other Certificates	
Degree Certificate	1

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12TH STANDARD

I haven't done my 12th Standard	
School Name/College Name:	Auxilium Convent School
School Location:	Dum Dum, Kolkata
Board Name/University Name:	ISC
Major Subjects	Physics, Chemistry, Maths, Computer, English
Course / Qualification:	79
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7094072
From:	03-03-2021
To:	24-07-2022
Marksheet	1
I haven't done my 12th Standard	
School Name/College Name:	Auxilium Convent School
School Location:	Dum Dum, Kolkata
Board Name/University Name:	ISC
Major Subjects	Physics, Chemistry, Maths, Computer, English
Course / Qualification:	79
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7094072
From:	03-03-2021
To:	24-07-2022
Marksheet	1

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10TH STANDARD

I haven't done my 10TH Standard	
School Name/College Name:	Auxilium Convent School
School Location:	Dum Dum, Kolkata
Board Name/University Name:	ICSE
Major Subjects	Physics, Chemistry, Maths, Computer, Biology, English, Bengali
Course / Qualification:	82.3
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7094072
From:	10-03-2019
To:	10-07-2020
Marksheet	1
I haven't done my 10TH Standard	
School Name/College Name:	Auxilium Convent School
School Location:	Dum Dum, Kolkata
Board Name/University Name:	ICSE
Major Subjects	Physics, Chemistry, Maths, Computer, Biology, English, Bengali
Course / Qualification:	82.3
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7094072
From:	10-03-2019
To:	10-07-2020
Marksheet	1

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Employment Deails

Years of Experience	0
No of Employment	0

Declaration & Authorization

I hereby authorize GoldQuest Global HR Services Pvt Ltd and its representative to verify information provided in my application for employment and this employee background verification form, and to conduct enquiries as may be necessary, at the company's discretion. I authorize all persons who may have information relevant to this enquiry to disclose it to GoldQuest Global HR Services Pvt Ltd or its representative. I release all persons from liability on account of such disclosure.

I confirm that the above information is correct to the best of my knowledge. I agree that in the event of my obtaining employment, my probationary appointment, confirmation as well as continued employment in the services of the company are subject to clearance of medical test and background verification check done by the company.

Pritha Dutta	Click to view attached document	20-03-2026
Full name of the candidate	Signature	Date of form filled

Documents (Mandatory)

Education	Employment	Government ID / Address Proof
Photocopy of degree certificate and final mark sheet of all examinations.	Photocopy of relieving / experience letter for each employer mentioned in the form.	Aadhaar Card / Bank Passbook / Passport Copy / Driving License / Voter ID.

NOTE: If you experience any issues or difficulties with submitting the form, please take screenshots of all pages, including attachments and error messages, and email them to onboarding@goldquestglobal.in. Additionally, you can reach out to us at onboarding@goldquestglobal.in.