

# Ranit Sarkar

System Associate

Strong ability to work within teams and Multi task Project under strict guidelines.

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📞 9242777036

📍 Kolkata, India

## EDUCATION

### Bachelor in Computer application

Netaji Subhash Engineering College

11/2018 - 11/2021

### HIGHER SECONDARY

Salboni High school

03/2015 - 07/2017

## WORK EXPERIENCE

### System Associate

Infosys Limited

11/2021 - 10/2023

Bhubaneswar

Achievements/Tasks

- Experience in basic Microsoft Office Software
- High level Attention to detail and accuracy with customer service orientation.
- Planning organising work among the team members.
- Maintaining a good relationship with the clients and assisting them for all the queries.

### Associate

Tech mahindra

07/2024 - 08/2025

kolkata

Achievements/Tasks

- Answer calls/emails professionally to provide information about products and services.
- Keep records of customer interactions, transactions, details of inquiries.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Complaints and comments as well as actions taken.

### Team Lead(Aux)

Tech Mahindra

08/2025 - Present

kolkata

Achievements/Tasks

- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Monitored multiple databases to keep track of all company inventory.
- Fostered positive employee relationships through effective communication, training, and career development coaching.
- Communicated and coordinated with multiple departments, including Customer Service and Public Relations, to improve online customer ratings.

## SKILLS

Communication

Customer service

Analytical thinker

Process improvement

Leadership skill

Teamwork

## TOOLS

Microsoft Excel

Microsoft word

## CERTIFICATES

Infosys Certified basic Excel certification.

## LANGUAGES

English

Full Professional Proficiency

Bengali

Full Professional Proficiency

Hindi

Full Professional Proficiency

## INTERESTS

Badminton

Cricket

Reading Books

Teaching

Debating