



Mousumi Roy

Tower vama , B-704 vama, 7th floor, Sankesh building, Sangvi nagar, Silver park,
Mira road East, Mira bhayandar, Maharastra, Pin code - 401107

8240339151 | mousumiroy0998@gmail.com

[in https://www.linkedin.com/in/mousumi-roy-596888157?](https://www.linkedin.com/in/mousumi-roy-596888157?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app)

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Objective

Highly motivated professional with strong technical skills and a passion for providing exceptional performance, seeking a role in an exceptional working environment to utilise my abilities for the best possible results for my employers and myself.

Experience

- Highbrow (Contractual)** 30/10/2025 - 13/02/2026
Voice Moderator
Responsible for creating content on diverse topics and recording then through research by using AI tools.
- Teleperformance** 08/07/2025 - 29/11/2025
Operations Customer Expert I
I have been responsible for providing clients with solutions to their queries and troubles at Amazon.
- Tech Mahindra** 14.09.2023 - 31.05.2025
Customer Service Associate
Addressing and providing solutions to a variety of queries sent by the customers in an e-commerce process.
- Byju's** 10.09.2021 - 15.10.2022
Marketing Executive (Internship)
Acquiring quality leads through promoting and advertising the services provided by the organisation.

Education

- West Bengal State University** 2021
Bachelor of Arts
62.75%
- West Bengal Council of Higher Secondary Education** 2018
12th
- West Bengal Board of Secondary Education** 2016
10th

Skills

- Communication
- Active Listening
- Empathy
- Basic Computer Skills
- Problem Solving
- Time Management
- Management and Leadership

Achievements & Awards

- Byju's Top Performer of the Month

Interests

- Cooking
- Make Up
- Reading
- Drawing

Languages

- English (Reading, Writing and Speaking)
- Bengali (Reading, Writing and Speaking)
- Hindi (Reading and Speaking)

Personal Details

- Date of Birth : 01/05/2000
- Marital Status : Unmarried
- Nationality : Indian
- Religion : Hinduism
- Gender : Female