

HAIMANTI PRAMANIK

CUSTOMER SUPPORT ADVISOR

(BILLING & FINANCIAL OPERATIONS)

CONTACT

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45/49 Chandi Charan Ghosh Road,
Barisha, Kolkata - 700008

EDUCATION

- **Secondary School** **2003 - 2016**
The Good Shepherd Mission
School
- **Higher Secondary** **2016 - 2018**
Shaw Public School
- **B.Com (Hons)** **2018 - 2021**
Shri Shikshayatan College

SKILLS

- Billing & charge validation
- Discrepancy identification and resolution
- Data Validation & Reconciliation
- Payment processing and credit adjustment
- Analytical Thinking & Problem Solving
- Process Improvement & Quality checking
- Basic Excel
- Case Documentation & Record Management

PROFILE

Process-driven professional with experience managing complex billing queries for a UK-based broadband provider through messaging-based communication channels. Skilled in analysing financial data, identifying and resolving discrepancies, and ensuring compliance with company policies and regulatory standards. Demonstrated ability to structure communications and data to meet audit and quality assurance requirements.

WORK EXPERIENCE

CUSTOMER SUPPORT ADVISOR

BRITISH TELECOM

APRIL, 2023 - PRESENT

- Managed end-to-end broadband billing processes, ensuring accuracy in customer bills and resolving discrepancies within SLA timelines.
- Conducted detailed financial data verification through usage logs, prior bills, and transaction history to confirm correctness.
- Performed cash/billing-related investigations and supported financial operations by validating charges, adjustments, credits, and refunds.
- Verified account information using multiple system records to confirm correctness.
- Created audit-ready documentation for each case, ensuring compliance, traceability, and reporting accuracy.
- Engaged in data analysis to identify recurring issues, support decision-making, and improve billing accuracy.
- Ensured clear communication with customers while resolving billing discrepancies.