



ARUP DEBNATH

Senior Customer Services Support

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3 No. Prantik, Panshila, Sodepur, North 24 Pgn, Kolkata - 700112.

EDUCATION

- Bachelor Of Commerce I.G.N.O.U (Distance Final Year)**
2019 - 2023
- High School Diploma Commerce (W.B.C.H.S.E)**
2014 - 2016
- Matriculation C.B.S.E**
2012 - 2014

ABOUT ME

Case Manager with 5+ years of experience working with international customer base for escalation handling and technical support in both voice and non-voice platform. Trained in project and stakeholder management with data driven mindset, extensive attention to detail, proven multitasking abilities and time management skill.

CERTIFICATIONS

- The fundamentals of digital marketing, Google Garage, 2021.
- Google Ads Measurement certification, 2023.
- Certified Lean Management and Six Sigma White/Yellow Belt, Udemy, 2021.

LANGUAGE

- English
- Hindi
- Bengali
- Odia

Professional Experience

Feb 2023 - Present

BT ESERV PVT. LTD.

Senior Customer Support

- Answer incoming customer calls and respond to their billing and technical queries.
- Manage TR2 Escalations and resolve the cases according to their KCI Timeframes.
- Troubleshoot and resolve technical issues over the call and at times also appoint engineers to fix the fault.
- Carried internal audits for feedback sessions and also helped in few of the projects to achieve the target metrics.

Jun 2022 - Dec 2022

Accenture

HR Support Associate

- Communicating with potential job candidates.
- Contacting candidate references and verifying application listings.
- Managing HR records including, resumes, applicant logs, and employee forms.
- Conducting employee orientations.
- Responding to HR-related queries

Nov 2021 - June 2022

Vodafone India Services Private Limited

Senior Executive

- Experienced in technical and services support in Level 2 technical support team over calls and tickets for VOIS (Vodafone Intelligent Solutions).
- Review customer accounts, probe, Investigate and proactively follow up to solve complex customer queries as per SOP guidelines.
- Provided SME support to the new OJT teams on the company requirements and also providing guidance to achieve the targets.
- Also barged calls with the new teams to provide live support and to audit the calls.

May 2021 – Oct 2021
Tech Mahindra Limited

Senior Associate Technical Support

- Experienced in providing technical support for an American telecom service provider (Verizon).
- Identify, troubleshoot and resolve problems related to telecom network and billing queries of customers over inbound call

Jun 2019 – Oct 2020
Tata Consultancy Services

Senior Process Associate

- Experienced in escalated ticket and case management in Level 2 technical support team for an eminent Australian telecom service provider (Optus).
- Using Pega Digital Case Management platform and other software to take ownership and resolve assigned cases.
- Providing administrative support and subject matter expertise to junior associates and cross-functional teams for achieving operational excellence.
- Prepare and analyze weekly and monthly data of KPIs and SLAs for self and team to meet quality and compliance standards.

Jul 2017 – Apr 2019
WIPRO Ltd.

Process Associate

- Worked as first level technical support associate for customers of British Telecommunication Process.
- Identify, troubleshoot and resolve problems related to telecom network and billing queries of customers over inbound call, given the established severity level.
- Also handled and managed a team of 25 team members as a acting/probationary Team Lead for around 6 months.

Core Skills

- Escalation Management
- Customer Support
- Business Operation
- Data Management
- Microsoft Office
- Office 365
- Citrix Workspace

Soft Skills

- Observation
 - Decision making
 - Communication
 - Multi-tasking
 - Problem Solver
 - Adaptable
 - Analytical
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