Puja Chakraborty

Associate, CSR

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PROFESSIONAL SUMMARY

Customer service representative who meets and exceeds customer expectations by providing friendly, professional, and courteous service to clients. A solution-oriented strategist with a focus on long-term goals and cross-functional collaboration, having the ability to successfully launch, build, and scale brands in competitive industries. Highly skilled at communicating and building influential relationships with clients and teams at all levels of the organization.

SKILLS

| PROFESSIONAL

Team Building
Problem Solving
Decision Making
Conflict Resolution
Client Relations
Process Improvement

| TECHNICAL

SQL
PowerBI
Python
Ms-Excel
SalesForce

CERTIFICATION

Data Science (AI/ML) with Python
Autodesk AutoCad
Autodesk Revit
StaadPro

LANGUAGES

English, Hindi, Bengali

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Concentrix, Location | 12/2023 – 08/2024

Always use a separate resume for each job even in one niche
because your experience and expertise may vary in different positions

- Resolved multiple customer issues and helping in maintaining SLAs.
- Kept accurate records of all interactions, including customer details.
- Handled customer inquiries, answered questions, and resolved problems in a timely manner

ASSOCIATE

WIPRO LTD., Kolkata | 09/2022 - 08/2023

- Data Analysts and Data Entry for US and European clients.
- Improved data entry accuracy through providing quality control checks such as analyzing data and making necessary corrections
- Maintained an average of 98% accuracy in terms of data entry checks
- Highest productivity with 100% quality in multiple months.
- Achieved various appreciation from clients and from internal organization level.

EDUCATION

BACHELOR OF TECHNOLOGY – CIVIL

Ellite College of Engineering, Kolkata, West Bengal | 06/2022

CGPA - 9.7

DIPLOMA IN CIVIL ENGINEERING – CIVIL

Ellite Institute of Engineering & Management, Kolkata, West Bengal | 06/2019

CGPA – 6.9