



## PROFESSIONAL OVERVIEW

To pursue my career in an organization with performance - oriented environment. Being ambitious and hardworking, I am looking forward to challenging my potential and be worthy of management trust and confidence.

## WORK EXPERIENCE

### Process Associate

Sunknowledge Service Inc | 2022- 2024

- Managed verification and billing operations to optimize revenue collection and client financial well-being. Successfully prevented revenue leakage through efficient process implementation and monitoring.
- Provided analytical support to team leads by generating essential reports (Daily, Monthly) to ensure operational smoothness and team performance.
- Proven ability to effectively train and develop new employees, providing comprehensive onboarding and support to accelerate productivity.

## EDUCATION

### B.com Honours

University of Calcutta  
2020

### ISC

Calcutta Public School  
2017

### ICSE

Calcutta Public School  
2015

## SKILLS

- MS Office
- Communication
- Teamwork
- Critical thinking
- Time management
- Leadership
- Adaptability
- Continuous learning
- Customer service

## HOBBIES & INTERESTS

Basketball  
Gaming