

Susmita Chanda

+91 9101379839 @susmitachanda49071@gmail.com

Summary

MBA in Finance with a strong academic foundation and keen interest in Operations, KYC, and core Finance roles. While my prior experience includes customer support, I am now focused on building a long-term career in financial operations, compliance, and process-oriented roles.

Education

Dr D.Y Patil University Pune

MBA Finance

Jul 2022 -Aug2024

Budhia & Co

Articleship

Dec 2018 -Mar 2020

- Efficiently worked as Audit Assistant, and worked as an effective team member for handling the Tax Audit & GST assignments Analysis of Draft Financial Statements including notes to accounts
- Ensuring compliances of TDS, applicable accounting standards
- Scrutiny of ledgers, debtors & creditors reconciliation, verification of BRS and Bank/Cash Balance

Experience

Genpact India Pvt Ltd

Apprenticeship (Process Associate)

Aug 2022 - Jan 2023

Hyderabad

Essae Digitronics Pvt Ltd

Lead Generation executive

Nov2023 -May 2024

Bangalore

Accenture India

New Associate O2C

Aug 2024- Nov 2024

Bangalore

Healthifyme

Customer Delight executive

Nov 2024 -Feb 2025

Roles & Responsibility

- Payment Monitoring: Track outstanding payments and follow up with customers to ensure timely payment
- Payment Recording: Ensure accurate recording of payments in the system (manual or electronic), including checks, wire transfers, and credit card payments
- Collections Calls/Emails: Engage in regular communication with customers who have overdue payments, sending reminders or negotiating payment terms & retention
- Documentation: Maintain proper documentation for all customer interactions, including emails, calls, and correspondence.
- Lead Generation : Managed outbound outreach efforts, including cold calling, email campaigns, LinkedIn messaging to generate interest & Collaborated with sales and marketing teams to align lead generation strategies and optimize campaign performance.
- Customer Service Management : Build sustainable relationships and trust with customer accounts through open and interactive communication by solving & troubleshooting the customer problem & resolve with in TAT time & maintain the healthy relation.

Projects **A study on the impact of exchange rate volatility on international trade**

OBJECTIVE :
The primary objective is to quantify the impact of exchange rate volatility on both export and import activities across different countries and industries. Secondary objectives include identifying factors that exacerbate or mitigate the effects of currency fluctuations on international trade

Certifications **Anti Money Laundering , KYC & Compliance**
UDEMY

Languages

English
● ● ● ● ●

Hindi
● ● ● ● ●

Bengali
● ● ● ● ●

Skills

Strong communication and active listening
● ● ● ● ●

customer relationship management
● ● ● ● ●

Credit and collections management
● ● ● ● ●

Anti-Money Laundering (AML)
● ● ● ● ●

GST & Tax Management
● ● ● ● ●