

Mousumi Paul

Content Operation Executive

PROFILE • ABOUT ME

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

EDUCATION

Sociology, Bachelor of Arts

Completed, November 2019

Netaji Subhash Open University

NSOU – Marks 51%, Division II

KOLKATA, West Bengal

Journalism, Post Graduation Diploma in Journalism & Mass Communication (PGJMC)

Indira Gandhi National Open University

IGNOU

Kolkata, West Bengal

Pursuing

WORK EXPERIENCE

Justdial

March 2021

Database Executive

- Current

Salt Lake, Kolkata, West Bengal

- Reviewed source documents and listings to compile resources for identifying and correcting data allocation issues.
- Identified and resolved data-handling errors and hardware conflicts to maintain organizational IMS infrastructure.
- Analyzed content access, retention and evaluation projects to maintain nonstop information repository.
- Deployed optimal reporting software and developed dashboards and reporting systems for data summaries.
- Partnered with subject matter experts in continuous improvement process, upgraded data quality and recommended innovative information management strategies.
- Modified existing databases to meet unique needs and goals determined during initial evaluation and planning process.
- Devised and implemented reliable data management procedures to enable usability and security of company data.

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mousumipal9038@gmail.com



Kolkata, West Bengal

TRAINING & CERTIFICATIONS

- Photoshop editing
Educom, 2010
- Basic Computer Course
Rasik Bhita, Sri Sarada
Math, 2014
- Newspaper & Social
Change : Recent trends in
Print Journalism
T.H.K. Jain College, 2015
- Comparing Communication
Reality and Perspectives
Dept of Journalism & Mass
Communication, T.H.K Jain
College, Kolkata, 2015
- BPO Training Institute
Pvs BPO, 2016
- Domestic Data Entry
Operator - English
National Skill Development
Corporation, 2021

SKILLS

- Data audits
- Compiling data
- Dependable and
Responsible
- Teambuilding
- Decision Making
- Running backups
- Data conversion

- Tested programs and databases to identify issues and make necessary modifications.
- Planned and implemented security measures to safeguard vital business data.
- Set up and controlled user profiles and access levels for each database segment to protect important data.

Teleperformance

September 2020

Customer Service Associate - Voice

- December 2020

Salt Lake, Kolkata, West Bengal

- Explained product prices and packages as well as answered questions and addressed concerns of customers.
- Provided information about available products and services including membership details and purchase advantages.
- Overcame objections using friendly, persuasive strategies.
- Answered inbound telephone calls from interested customers and questions from them with knowledgeable responses.
- Skilled at client management software and computer dialing.
- Troubleshoot any issues and escalated issues to proper department.

Zen Pollen Paints Pvt Ltd

March 2016

Secretary

- August 2020

Kolkata, West Bengal

- Coordinated domestic and international travel arrangements, including booking airfare, hotel and ground transportation.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Organized envelopes, postage and mail correspondence for staff and management, maintaining postage meter and coordinating with delivery and courier services.
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Wrote and proofread error-free letters, memoranda and other business correspondence.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.

MAX Colours

December 2014

Office Assistant

- January 2016

Kolkata, West Bengal

- Data entry background
- Data review
- Digital Content
- Data reconciliation reporting
- Data entry proficiency

COMPUTER PROFICIENCY

Windows 7 & 10
 Mac book
 Microsoft Word
 Microsoft Excel
 Microsoft Powerpoint
 MS Office
 Microsoft Outlook
 Tally ERP 9
 Adobe Photoshop

LANGUAGES

English
 Bengali
 Hindi

PERSONAL INTERESTS

Volunteering and community involvement
 Podcasting
 Learning languages
 Photography
 Travel
 Yoga
 Dance
 Reading
 Listening to music

PERSONAL INFORMATION

- **Birthday**
24/12/1996
- **Gender**

- Opened and properly distributed incoming mails to promote quicker response to client inquiries.
- Kept physical files and digitised records organised for easy updating and retrieval by authorized team member.
- Oversaw automated tracking and documentation of data, client correspondence and office operations.
- Compiled company information and related material and distributed it to candidates.
- Organised, stored and retrieved files to enhance daily operations and support customer needs.

DECLARATION

I, Mousumi Paul, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



Baranagar, North 24 Parganas, West Bengal

Mousumi Paul

Female

• **Marital Status**

Single

• **Father's Name**

Mr. Shambhu Paul

• **Nationality**

Indian

• **Address**

199 B.K Moitra Road,
Kolkata-700036
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District - North 24 Parganas
Kolkata - 700036
West Bengal