**MONALISA BHATTACHARYYA** 🖂 surachitabhatt91@gmail.com

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DOB: 16th October, 1980

Address: Sree Pally, Palta

(near Pratirup Club) Post. Bengal Enamel-743122

Dist. North 24 Parganas

West Bengal.

**Post Applied for:**

**Advertisement No. and Date:**

Professional Summary:

A Professional with over 5+ years of experience, being competent, conscientious, and detail-oriented professional with proven track record of efficiency and accuracy in managing multiple functions, verifying complex data, maintaining databases, producing reports, maintaining confidentiality and producing quality work.

Work Experience:

**Senior Executive (Core Team Member)**

**Indian PAC Consulting Private Limited (I-PAC)**, Kolkata (3/8/2019-27/1/2021)

* Starting my role as **Junior Executive** in DKB Team negotiated and resolved customer complaints, inquiries, and questions with a high degree of courtesy and professionalism.
* Meet and exceed monthly performance objectives including call quality, attendance, punctuality, adherence, and call handle time. Being promoted to Data Assist Team in **Executive** post and then again got promoted to **Senior Executive (SIC-2)**.
* Starting my role as an Executive and Senior Executive (SIC-2) in DKB Assist Team I have always achieved the targets before the time limit which was allocated to me. I have worked on various campaigns like Didi K Bolo, Banglar Gorbo Mamata, Duare Sarkar, Paray Samadhan, Didir Doot, Didi Sangh Hindi Bhashi etc. I have worked on DKB political reports, paraphrase the grievance data properly, bucketing them properly, analyzing the data which came across as emergency issues, which is being discussed with the fellow

team to take out the full report of the incident and frame the report properly and send it to the higher authority to solve the case immediately. I also coordinated with the EOs and the Quality team regarding the quality of data and suggested how to increase the quantity of data.

* The higher authority again promoted me for my good work as **Senior Executive (SIC-6)** post. Participated in different meetings organized with other departments (QC, EO, Fellow, etc.) to discuss the ongoing changes in the projects, explaining the political categorization and open to constructive feedback without being defensive and negative. Always display a positive attitude at the workplace and helping the team in a timely manner.

**In-charge of App Development and related works**

**Avenir Induction Programs Private Limited**, Kolkata (3/3/2016-4/5/2019)

Starting my role as **Data Entry Operator** got promoted and offered as the **In-charge of App Development and related works.**  Holding the present position-

* I am quite reliable and regular at work with a great attendance track record.
* I use my creativity in any role I am in within the team. I take the day-to-day tasks and challenge the status quo to see where improvements can be made.
* One of my strengths is that I keep my supervisor and co-workers informed of my work

progress, apart from my project, I dealt with other projects also. The projects are as follows:-

1. SASPFUW Project
2. Head Start Jobs Mobile Application Project
3. Question Paper Project
4. Taxiwala Project
5. Mihup Project
6. Parul Prakashani Publication House Projects (Amazon and Flipkart)

**Customer Service Associate** (Vodafone Prepaid for Kolkata)

**Serco Intelenet Global Services Private Limited**, Kolkata (18/3/2013-1/8/2013)

**Customer Service Associate** (Vodafone Postpaid for Kolkata and ROB)

**Firstsource Solutions Limited**, Kolkata (29/2/2012-1/8/2012)

**Call Center Associate** (US B2C and B2B campaign)

**Limtex Infotech Limited**, Kolkata (29/3/2005-6/6/2005)

Education:

Passed S.S.E and S.S.C.E from Central Board of Secondary Education (English Medium).

Passed B.A. with English, Philosophy, Political Science, Bengali and Environmental Science from

Calcutta University in 2003.

Passed Post Graduate Diploma in Human Rights from Indian Institute of Human Rights, New

Delhi in 2007.

Did e-DIPLOMA in ADVANCED SOFTWARE TECHNOLOGY from CMC Ltd. and has obtained a

Grade of “B (≥ 60%- <75%)” in April 2004.

Did DIPLOMA Course in Desk Top Publishing (DTP) from Computer Training Institute, State

Youth Centre, Kolkata and has obtained a Grade “A (80% to 89%)” in September 2005.

Languages: English, Hindi, Bengali

Skills: Teamwork, Perseverance, Empathy