

## **MADHUMITA RAKSHIT**

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### Career Focus

Firm commitment towards devoting my best efforts to achieve the organisation's missions and objectives and establish myself in the corporate world

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### Skills Summary

- Over 18 years' experience in a diversified industry - telecom, BPO, insurance, law & legal matters
  - Ability to implement complex projects from concept to fully operational status
  - Goal oriented individual with leadership ability
  - Organized, analytical and target-oriented
  - Firm commitment to achieve the organization's mission objectives and goals
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### Professional Experience

#### ***Consulting Retainer – Design, Copyrights & Patent Back Office S Majumder & Co.***

Kolkata, W. Bengal

March 2017 – Present

- Handling entire Indian Design registration process from domestic and offshore clients
- Advising domestic and offshore clients on Freedom to Operate opinion
- Addressing all client queries related to every step in Design, Copyright and Trademark process
- Handling entire Copyright registration process
- Sending regular Indian Patent & Design renewal reminders to clients and ensuring timely payment of the renewals
- Regular follow up of pending cases with the Patent Office

#### ***Executive – Claims Department Back-Office***

#### ***Chola Insurance Services Pvt. Ltd.***

Kolkata, W. Bengal

January 2016 – September 2016

- Coordinate entire back-office process with the local team
- Issue claims letters to customers after due verification
- Update clearance, monetary and related documents in the system
- Coordinate with head office and surveyors for necessary documentation and claims settlement

***Executive – Written Communications (Customer Service Group)  
Vodafone East Ltd. (now known as Vodafone Idea Ltd)***

Kolkata, W. Bengal

July 2015 – January 2016

- Solving customer issues/enquiries through mails
- Inter-Departmental coordination with the client and the organization
- Handling and resolving e-mails from the Customer Care Cell, Nodal Division and Appellate Authority (Legal)

***Team Leader – Complaint Management Cell  
Aegis Ltd.***

***Telecom Division – MTS Process***

Kolkata, W. Bengal

May 2009 – November 2011

- Handling a team of Complaint resolution Executives
- Inter-Departmental coordination with the client and the organization
- Framing the dashboard and analysis of repeat complaint with Team coordination
- Handling and resolving e-mails from the Customer Care Cell, Nodal Division and Appellate Authority (Legal)

***Escalations Executive  
Reliance Telecom Ltd.***

Kolkata, W. Bengal

April 2007 – March 2009

- Ensuring quality performance in Customer Care with special focus on Call Center complaints
- Inter-departmental coordination for case escalations/resolution
- Address concern areas and initiate improvisation

***Assessment Executive***

***Hutchison Telecom India Ltd. (now known as Vodafone Idea Ltd.)***

Kolkata, W. Bengal

August 2005 – March 2007

- Supervise operations of daily call centre complaints and address Team issues
- Manage and audit Team records and Floor efficiency
- Handle operations of Customer Resolution Team
- Quality control and address key concern areas

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**Education**

- P.G. Diploma (Public Relations) – Bharatiya Vidya Bhavan, W. Bengal (2005)
- B.Com. (Hons.), Calcutta University, W. Bengal (2004)
- I.S.C.E. – Legend in Economics, St. Joseph and Mary's School Kolkata, West Bengal (2001)

- I.C.S.E. – St. Joseph and Mary’s School Kolkata, West Bengal (1999)

Additional Computer Skills

M/S Office (key competency in M/S Excel) and back-end process related applications

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Personal Details

- Date of Birth : September 30, 1983
- Father’s Name : Late Bhanu Kiron Chakraborty
- Nationality : Indian
- Marital Status : Married

Hobbies and Interests

- Odisi Dance
  - Music
  - Travel
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Current Net Monthly Consultancy Fee : Rs. 36,500

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