

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 legal practice world

Skills Summary

- Over 18 years' experience in a diversified industry - law & legal matters, telecom, insurance
 - Proven aptness in interdepartmental coordination in seamless execution of work
 - Ability to implement complex projects from concept to fully operational status
 - Goal oriented individual with leadership ability
 - Ability to learn and comprehend new things very fast
 - 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. Majumdar & 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

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

Personal Details

- Date of Birth : September 30, 1983
- Spouse : Avishek Rakshit
- Nationality : Indian
- Marital Status : Married

Hobbies and Interests

- Odisi Dance
 - Travel
 - Music
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Annual CTC : Rs. 4,74,000
