

ARITRA KUNDU CHAUDHURY

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SUMMARY

Detail-oriented B.Com (Hons.) graduate with hands-on experience in **operations, client handling, and process management**. Skilled in **MS Excel (data cleaning, VLOOKUP, pivot tables)**, digital asset handling, and cross-team coordination. Strong foundation in ensuring **accuracy, file hygiene, and documentation**. Recognized for adaptability, problem-solving, and consistently exceeding performance expectations.

WORK EXPERIENCE

Meteora Weather Service – Operations Team Lead

Aug 2023 – Present

- Directed daily operations, ensuring compliance and smooth workflow across teams.
- Managed multiple projects, improving service delivery and expanding reach in the weather intelligence sector.
- Oversaw Meteora's social media platforms and digital content updates**, ensuring accuracy, consistency, and timely publication.
- Maintained data accuracy and reporting systems in Excel, enhancing process efficiency.

Amazon – Customer Service Associate

May 2023 – Aug 2023

- Resolved customer inquiries efficiently, maintaining high satisfaction and retention rates.
- Handled order processing and data entry with accuracy, supporting seamless global operations.

Meteora Weather Service – Operations Associate

Sep 2022 – Apr 2023

- Supported clients via phone, email, and chat, consistently achieving 85%+ satisfaction.
- Processed and managed operational data, improving record-keeping accuracy.
- Assisted in uploading and updating content across platforms**, maintaining data/file hygiene and consistency.
- Recognized as top performer for query resolution speed and positive feedback.

Blackboard Radio – Activity Consultant (Internship)

Aug 2021 – Jan 2022

- Designed and executed social media campaigns and newsletters, boosting engagement by 20%.
- Streamlined **content scheduling and digital asset updates**, ensuring smooth operational flow.
- Coordinated participant feedback collection, contributing to an 80% satisfaction rate.

EDUCATION

- Bachelor of Commerce (Honours)**, University of Calcutta – **2019-2022**

CERTIFICATIONS

- Adobe Marketing Specialist Specialization**, Adobe – Aug 2025
- The Fundamentals of Digital Marketing**, Google Digital Garage – 2022

KEY SKILLS

- Excel & Data Handling**
- Operations & Workflow Management**
- Digital Asset Handling** (familiarity & quick learner)
- File/Metadata Accuracy & Documentation**
- Cross-functional Coordination**
- Client Service & Communication**