

Atanu Sen

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Career Objective

Dedicated professional seeking to leverage operational expertise and problem-solving skills to contribute to organizational success.

Education

Examination	University	Institute	Year	Marks %
Graduation	University of Calcutta	K.K. Das College	2021	61%
12 th	W.B.C.H.S.E	Harinavi D.V.A.S High School	2018	79%
10 th	W.B.B.S.E	Harinavi D.V.A.S High School	2016	62%

Professional Experiences

Amazon North America, Virtual — CS Associate (Contractual)

May 2024-Jan 2025

- > Maintained seamless written communication with drivers across North America, resolving over 100 queries daily
- > Assisted on-road drivers with delayed deliveries, minimizing disruptions and improving delivery efficiency to maintain metrics.
- > Guided customers in modifying orders and addressing order-related concerns, ensuring a high level of satisfaction. (Specific to Amazon HUB Locker Support for NA region)
- > Ensured compliance with Amazon policies while delivering superior customer support.

Interlobe Aviation Limited (IndiGo), NSCBI Airport — Customer Service Officer Oct 2023-Apr 2024

- > Coordinated with passengers to address check-in, reservation, and boarding gate processes.
- > Managed customer interactions in high-pressure environments and rotational shifts.
- > Provided arrival assistance, ensuring smooth passenger experiences.

Fusion BPO Services, Virtual — Customer Support Executive

March 2022- Jun 2023

- > Delivered effective customer communication and resolved queries promptly.
- > Managed backend systems to enhance service quality and improve team productivity.
- > Trained and guided team members to achieve daily targets and ensure timely task completion.
- > Prepared productivity report and collated multiple Excel files.
- > Prepared dashboard to demonstrate agent wise performance.

Skills

- Excel
- Patience.
- Work Under Pressure
- Team Player
- Excellent verbal and written communication
- Planning and execution of tasks
- Time management
- Problem solving
- Content Writing
- Content Editing
- Empathy
- MS Word

Key Achievements

- Recognized by Team Manager for assisting in a project to reframe policies.
- Received appreciation from passengers and managers for promoting excellent customer experience
- Trained and supported team members at Fusion BPO Services, enhancing team efficiency.
- Recognized as top performer for the month at Fusion BPO

Personal Information

- Father's Name: Late Aloke Sen
- Date of Birth: June 8, 1999
- Gender: Male
- Marital Status: Single
- Nationality: Indian
- Languages Known: English, Hindi, Bengali