

# RIJJIT DUTTA

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## OBJECTIVE

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Dedicated and customer-focused professional with strong communication, problem-solving, and technical troubleshooting skills. Eager to join Capgemini as a Customer Service Associate to provide best-in-class support, ensure first-contact resolution, and enhance customer experience through voice, email, and AI-assisted service channels.

## EDUCATION

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**Bachelor of Engineering in Electronics and Communication Engineering**, University Institute of Technology, Burdwan University, West Bengal 2021 – 2025  
CGPA: 7.9 / 10.0

**Higher Secondary Education (WBCHSE)**, Purulia Zilla School 2020  
Score: 91.2%

**Secondary Education (WBBSE)**, Purulia Zilla School 2018  
Score: 93.8%

## SKILLS

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**Core Customer Service:** Ticket Management, First Contact Resolution, Escalation Handling, Call Documentation, Service Delivery, Customer Retention.

**Technical Competencies:** Troubleshooting (Network & Login Issues), Password Reset, Session Reset, System Diagnostics, Email Query Handling, Knowledge Base Management.

**Tools & Platforms:** CRM Systems, ServiceNow, CHIP AI Bot, Power BI, MS Office Suite (Word, Excel, Outlook), Ticketing Dashboards.

**Soft Skills & Communication:** English Proficiency, Empathy, Active Listening, Professional Etiquette, Interpersonal Skills, Time Management, Stress Handling.

**Work Flexibility:** Comfortable with 24/7 rotational shifts, open to relocation, adaptable to cross-functional support environments.

## EXPERIENCE

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**Data Analyst Intern** Feb 2025 – Mar 2025  
Elevate Labs *Remote*

- Handled client data requests and ensured prompt issue resolution with 100% service accuracy.
- Used Excel and Power BI for real-time tracking of support metrics and customer satisfaction scores.
- Coordinated with cross-functional teams to ensure service reliability and timely updates.
- Provided professional communication support during client feedback and escalation management.

**Web Developer Intern** Apr 2024 – Jul 2024  
Cognifyz Technologies *Remote*

- Developed responsive support web pages for helpdesk systems to improve customer accessibility.
- Ensured issue reporting modules worked seamlessly between customers and backend systems.
- Improved service page response time and increased engagement by 15%.

## PROJECTS

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### Customer Query Handling System – Python, Flask, MySQL

- Designed a prototype helpdesk system simulating Capgemini's service delivery workflow.
- Included ticket creation, prioritization, and resolution tracking based on SLA levels.
- Integrated automated email notifications for customer updates and issue closure.
- Improved response efficiency through chatbot assistance for repeated queries.

### Customer Churn Analysis – Python, Power BI

- Analyzed customer feedback and behavioral data to predict churn probability.
- Built visual dashboards highlighting top issues and resolution impact metrics.
- Enhanced customer retention strategy through data-driven service insights.
- Strengthened understanding of business intelligence in customer management.

## CERTIFICATIONS

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AWS Cloud Practitioner – AWS Skill Builder

Data Analysis Virtual Job Simulation – Deloitte

Customer Service Fundamentals – Coursera

NSS Certificate – Government of India

## ADDITIONAL INFORMATION

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Strong foundation in ticket management, troubleshooting, and customer service tools.

Capable of delivering high-quality communication across voice, email, and live chat support.

Quick learner with commitment to meeting SLAs and achieving first-contact resolution.

Open to relocation and available for rotational night shifts.