

ANAMIKA ROY CHOWDHURY

Objective

Seeking position in a reputed company utilizing my team management, training, professional communication, and analysis skills to foster administration, managerial, leadership, or cooperation abilities.

Professional Experience

1) Freelance Trainer (Apr, 2020- Present)

Responsibilities

- Training multiple clients on various aspects of English language i.e. reading, writing, listening and speaking via Individual and Group Sessions
- Planning, preparing and Delivering lessons
- Preparing teaching material and presentation
- Skilled to conduct Personality Development, Soft Skills, Hospitality, Aviation, Corporate Communication and Process Training Sessions
- Currently have clients from Srilanka as well as India for English Training

2) Lead Customer Service Agent (Non -voice/ Voice/ Ecommerce) Qatar Airways Customer Contact Centre (Jan, 2017- Mar, 2020)

Responsibilities

- Provide Process training to new Joiners pertaining to process, verbal as well as written communications.
- Monitor calls as well as emails of agents aligned under me and guide accordingly.
- Cross skilling agents for multiple process.
- Meet monthly key contact centre performance goals for customer satisfaction, quality, productivity and key performance metrics.
- Providing leadership, management and guidance to all staff, handling customer complaints, ensuring high quality and accuracy, troubleshooting any operational problems.
- Report generation and Analytics - Collect and compile data to identify gaps (if any) and work on opportunities for Customer Service improvement.
- Appraise Agents on periodic basis and provide feedback to the Team Leaders on the overall performance. Track and maintain daily workforce reports to ensure on-going productivity and efficiency standards. Conduct employee meetings to address process workflow initiatives, employee performance standards as well as any other employee issues (as needed).
- Conduct monthly 1 to 1 session with team members to review their performance and understand their concerns/requirements with reference to the business processes.
- Resolve customer complaints pertaining to reservations and membership programs that escalate beyond original agent's authority or required a calming third party.

3) Customer Service Agent (Non -voice) Qatar Airways Customer Contact Centre (Feb, 2015- Jan, 2017)

Responsibilities

- Assisting Privilege Club Members for smooth access to membership account
- Handling queries and communicating through E-mails of esteemed members resolving day to day issues
- Currently handling Priority Services to deliver higher customer service to Top Tier members

4) Assistant Manager- Sales (Domestic Holiday packages)
Thomas Cook India Ltd.
(Feb, 2014 – Feb, 2015)

Responsibilities

- Handling sales of Domestic Holiday Packages
- Fostering existing relationships and developing new ones
- Monitoring competitor's activities and analysing sales data

5) Customer Care Executive
Bhagwati Banquets and Hotels India Limited (The Grand Bhagwati)
Hotels Banquets Conventions Club
(Feb, 2013- Jan, 2014)

Responsibilities

- Upselling Rooms & Banquets
- Solely responsible to keep a check on all the outlets (Pan India) for proper customer service
- Training staff to deliver a high standard of customer service, proper communication and soft skills
- Co-ordinate with various departments in terms of queries or complains
- Surprise visits to outlets to keep a check on the standard of service provided
- Maintain good relationship with new and existing customers
- Communicating courteously with customers by telephone, email, letter and individually
- Meeting with other managers to discuss possible improvements in customer service
- Keeping a track of Guest comment cards from all the outlets

6) Customer Service Agent
Interglobe Aviation Pvt. Ltd (Indigo Airlines)
(Dec, 2010-Oct, 2012.)

Responsibilities

- Responsible for Airport Operations and Customer Service of the airline
- Upselling Airline's products
- Imparting brief training to new employees regarding customer service and airport operations
- Responsible for HR related works like maintaining attendance and leave records of Ahmedabad and send monthly report to head office

7) Assistant Supervisor
Cambata Aviation Pvt. Ltd.- Qatar Airways
(May, 2010-Nov, 2010)

Responsibilities

- Entire ground handling for Qatar Airways at Ahmedabad International Airport

- Responsible for supervision of Arrival which included allocating staff at different locations and handling the entire operation during arrival of passengers

**8) Secretary to Chairman and MD
The Metropole Hotel
(Sep, 2008- Sep, 2009)**

Responsibilities

- Maintaining daily schedule of the chairman and Managing directors of the hotel, taking appointments of the guests who wanted to meet them and arranging accordingly
- Entirely responsible for the meetings of Chairman and MD, to reply the emails on behalf of them and handling all their guests

Core Competencies

- Excellent communication skills, people skills and a positive working attitude
- Profound ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization
- Thorough knowledge of aviation/airport operations, hotels, travels and brief Knowledge of Amadeus
- Deep understanding of computers, including basic keyboard/data entry skills/ presentation.
- Clear understanding of training program design and implementation
- Highly creative and innovative mind when designing learning activities and programs
- Extensive knowledge of learning theory and effective teaching methods

Education

- **Currently pursuing TEFL/TESOL Diploma course with specialisation in Business English from Asian College of Teachers.**
- **Certified 'Train the Trainer' from Vskills Certification in the year 2019.**
- **BA with English Literature from Gujarat University in the year 2011.**
- Diploma in Cabin Crew from Avalon Aviation academy in the year 2008.
- HSC from Mount Carmel High School in the year 2007.
- SSC from Little Flower High School in the year 2005.

Language known

English, Hindi, Gujarati and Bengali

Personal Details

Full name:	Anamika Roy Chowdhury
Gender:	Female
Birth date:	27 th July 1989
Marital status:	Married
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(Anamika Roy Chowdhury)