

Soumen Gorai

Personal Information

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Profile

- I am recognized for my communication and leadership skill. I have work experience with the Flipkart company for 6 months and there my main responsibilities were to manage Backend Process and to handle customers . I am pursuing my B-tech from Makaut University . I am a highly committed and goal oriented person. I would love to bring my learning abilities and skills to help you meet the company requirements.

Work experience

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Flipkart

Worked for Flipkart - In STARTEK Aegis as Backend Process & Customer Support Services (6 Months)

- Managed customer service inquiries and resolved issues in a timely manner
- Processed customer orders and payments
- Answered phone calls and provided customer support
- Responded to customer emails and provided support
- Investigated and resolved customer complaints

BSNL

INTERNSHIP - Network Maintenance (6 MONTHS)

- Maintained communication between management and employees
- Maintained equipment and tools
- Maintained proper inventory levels
- Maintained records of equipment maintenance

Education

2017 – 2020
Jamshedpur, India

Computer Science Engineering | Diploma
AI-Kabir Polytechnic

2020 – present
Kolkata

Computer Science Engineering (CSE) | B-Tech
Seacom College | Makaut University

Skills

– PROGRAMING

C, C++, Java, JavaScript
Languages

– WEB DEVELOPMENT -

HTML, CSS, JavaScript

Bootstrap