NIRMALYA PATRA

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PROFESSIONAL SUMMARY

Customer-focused Technical Support & Voice Process fresher with a B.Tech in Computer Science & Engineering (2024). Strong verbal communication skills with the ability to handle inbound customer calls, actively listen to issues, and provide clear, step-by-step solutions. Familiar with BPO performance metrics such as CSAT, First Call Resolution (FCR), and Average Handling Time (AHT). Comfortable working in rotational shifts and process-driven environments.

CORE COMPETENCIES (VOICE PROCESS)

• Excellent English Verbal Communication & Active Listening
• Neutral English Accent & Professional Call Etiquette
• Customer Service Orientation, Empathy & Patience
• Conflict Resolution & Call De-escalation
• Inbound Call Handling & First Call Resolution (FCR)
• Simultaneous Call Handling & Documentation (Multitasking)
• Typing Speed: 40+ WPM | Computer Literacy (MS Office)
• Rotational Shift Adaptability & Process Adherence

TECHNICAL SUPPORT SKILLS

• Windows 10/11 Troubleshooting & Basic System Configuration
• Application & Login Issue Resolution
• Basic Networking Concepts: LAN/WAN, IP, DNS, Router Setup
• Remote Support Tools: TeamViewer, AnyDesk (Familiar)
• CRM & Ticketing Workflow Familiarity (Zendesk / Jira – Basic)

ACADEMIC PROJECT (SUPPORT-ORIENTED)

QuickShop – E-commerce Web Application Support & Testing
• Supported user registration, login, and order placement flows during testing.
• Identified, documented, and resolved functional and usability issues in the application.
• Assisted users by explaining application features and troubleshooting common errors.
• Followed defined workflows for issue tracking and resolution.

EDUCATION

B.Tech in Computer Science & Engineering (2020 – 2024)
Techno Main Salt Lake, Kolkata

Higher Secondary (12th Standard)
Bijpur A.B. High School

Secondary (10th Standard)
Bijpur A.B. High School

ADDITIONAL DETAILS

- Languages: English, Hindi, Bengali
- Willing to work in rotational shifts and customer-facing environments