

# Curriculum Vitae

**Somdutta Chakraborty**

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## Professional Summary

- As an associate consultant with 9 years' experience in the field.
- Dynamic and motivated person capable of generating and building relationships.
- Making critical decisions during challenges.
- I bring a blend of technical expertise and customer centric focus to any organization.
- Strong Knowledge in application management like SAP Hana ERP, MS –Office.
- Excellent Communication and E-Mail Writing skills.
- Strong Problem solving.
- **Motivation factors:** Responsibility, Accountability, Innovative, Oriented, Honest, Creative, Perseverance & Smart working.

## Key Skills

<b>Operating Systems:</b>	Windows XP, Windows 7, Windows 8.1 and Windows 10
<b>Other Tools/Technologies:</b>	Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Power Point, Resolve, OneView, Leadsquared CRM

## Work Experience

**Associate Consultant at Centelon Solutions: 03/14/2022 – 04/28/2023**

Responsibilities:

- Leadsquared CRM Implementation Consultant who focuses more on product.
- CRM configuration, helping clients in third party integrations.
- Preparing a presentation to the client's about the product.
- Giving demo of the product to the clients.
- Conducting client trainings about the Leadsquared CRM.
- Collating client's request and configure the same into the CRM.
- Assisting the client till the product went live.
- Worked as a part of implementation team.

**Credentialing Executive in the U. S. Healthcare Unit (Medical Process - Savant Care) at Great Media Technologies Pvt. Ltd : 04/12/2021 – 03/10/2022**

**Responsibilities:**

- Verification of data and documents of the U.S based providers with insurance companies.
- To ensure medical staff members' maintain current credentials and licenses to work legally in their field or specialty.
- Excellent in conveying the client's requirement to the team leader.
- Expertise in taking follow up on daily basis via call & email.
- Expertise in working with a team.
- Excel at lead source generation.

**Customer Service Associate Band 2 at Onprocess Technology : 10/12/2016 – 04/10/2021**

**Responsibilities:**

- Created orders for American Company Sudden link
- A backend process for new customer and communication with technicians as per Business to Business requirement.
- Worked with Varian Medical System.
- Resolving Client's issues through Emails, Chat and calls.
- Communicating with Clients Directly.
- E-mail assistance and chat support provided whenever needed.
- Order management through SAP.
- Addressing Client's request from the booking of the order till the Shipment delivered.
- Following up with the engineers and client to return of the replaced, unused, Bad items to ensure the return to the warehouse.
- To work on critical Client's requests, Priority requests and Escalations.
- Knowledge of the skills In Post Booking (Expedite, Orders Status, Change and Cancellation, Configuration, Holds Management).

**Senior Process Executive at Infosys BPO Limited: 06/23/2016 – 09/23/2016**

**Responsibilities:**

- Giving support & assistance to the customer's for BT billing department.
- Resolving billing enquiries and concerns.
- Maintained customer satisfaction with forward- thinking.
- Strategies focused on addressing customer needs and

- resolving concerns.
- Provided primary customer support to customers.
  - Responded to customer requests for products, services and company information.
  - Coordinate with the respective team and technical team to know the depth of the issue and pending task and finding a way out to resolve the same.
  - Offer a proactive assistance to the customer if any other issues they are facing with the product.
  - Give a follow up call & collect the feedback about the product & services of the company.

**Senior Process Specialist at OnProcess Technology: 09/07/ 2014 -05/29/2016**

Responsibilities:

- Providing technical support & assistance via calls to the technicians to fix and resolve the technical issues of customer's account.
- Recommended potential products or services by collecting customer information and analyzing customer needs.
- Listened to technician's questions and concerns to provide answers or responses.
- Reviewed and applied changes to customer account profiles in required Software data base.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Tracked KPIs and created continuous improvement plans.
- Broke down and evaluated user problems, personal expertise and probing questions.

**Process Technical Advisor at Wipro Pvt Ltd: 10/2013 - 05/2014**

Responsibilities:

- Dealing with British Telecom's customers and client's request.
- Giving technical help and assisting UK customers in Network issues.
- Rectifying network problem, Modem failures, and internet errors.
- Assistance in network related and Server related technical issues.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Processed over number of support requests weekly for technical assistance on wide range of issues related to net access and British telecom usage queries.
- Analyzing network issues and modem issues to identify troubleshooting methods needed for quick remediation.
- Adhering the quality parameter while interacting with the customer's and following the process guidelines.
- Customer support, Escalation management, and conflict resolution.

- Follow up the respective team members and the team to complete the request and meet the ETA.
- Taking ownership of the call and understanding customer & client's queries and resolving by using available options.

## **Educational Background**

<b>Year</b>	<b>Degree</b>	<b>Board / University</b>	<b>Name Of Institution</b>
2011	B.Com Management(Hons)	Gawuhati University	Pragjyotish College
2008	12 <sup>th</sup> Standard	AHSEC	Icon Academy
2006	10 <sup>th</sup> Standard	SEBA	Happy Child High School

## **Training:**

### **Basic computer training:**

- Microsoft Office 2010
- Tally

## **Personal Information:**

- **Date of Birth** : 16-06-1989
- **Hobbies** : Socializing, Cooking and Travelling
- **Current Address** :
- 236, 3rd Floor, KR Nagar  
Rajiv Nagar, Near Domino's Pizza.  
Choodasandra.  
Bangalore -560099

The above given information is genuine and has been provided to the best of my knowledge and integrity.

**Somdutta Chakraborty**  
**Bangalore, Karnataka**