

Satarupa Choudhury

Address-#25, 18th cross, 3rd block,
Vishwapriya Nagar, Begur,
Bangalore - 560068
Email Id: Tin33ni@gmail.com
Mobile#: +91 8828060764

Objective:

To work in a professional and challenging environment where I can learn and contribute meaningfully and which provides ample opportunities to grow professionally.

The Key areas, which enhance my ability to perform and deliver efficiency in results, include:

- Ability to understand and adapt adversities and environmental dynamics
- Proficient in learning and adapting to change in profiles and assigned job functions
- Ability to multi task, prioritize and manage time effectively
- Proven ability to handle customer inquiries, resolve issues and provide accurate information in a timely and professional manner.
- Excellent verbal and written communication skills, adept at explaining complex concepts to customers in a clear and concise manner.
- Proficient in utilizing CRM software and Salesforce to manage and track customer interactions.

Organizational Experience:

- Worked at AEGIS PVT LTD as Sr. Customer Service Associate for RELIANCE JIO (Mobility) from Nov'2017 to Nov'2018
- Worked at Aegis Customer Support Services Private Limited for STARTEK as Senior Executive – Operations from 17-February -2020 till 31-December-2020.
- Worked at Aegis Customer Support Services Private Limited for STARTEK as Senior Executive – Operations from April -2021 till present.

Profile & Working

- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Generating sales leads that develop into new customers.
- Maintains customer records by updating account information.
- Respond to customer inquiries via phone, email, and chat, addressing concerns and resolving issues promptly and effectively.
- Maintain a comprehensive knowledge of products and services, staying up-to-date with any changes or updates.

Extra curriculum activities:

- Received scholarship for 4 years from Tripura state government for getting 1st division in 12th standard

Education:

M.Tech from Lovely Professional University, Punjab - 2016
B.E from Sha-Shib College of Engineering, Bangalore - 2014
II PUC from Vikas Institution, CBSE, Vishakapattinam - 2010
ICSE from St. Paul's School, ICSE, Agartala - 2008

Personal Dossier:

Date of Birth : November 30th 1992

Nationality : Indian

Marital Status : Married

Languages : English, Hindi & Bengali

Hobbies : Travelling, singing & dancing

Strength : Result oriented with a consistent record of exceeding standards and expectations. Good communication with unique combination of interpersonal skills and analytical abilities
And zest for learning new aspects.

I hereby declare that all the above mentioned details are true and best of my knowledge.

Place: Bangalore

Satarupa Choudhury