

SUSMITA DEY

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Career Objective:

Highly motivated, dedicated to becoming an asset for your organization. Interested in leveraging customer service experience and communication skills to achieve goals of a company that focuses on customer satisfaction and customer experience. A highly organized and hard-working individual looking to secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

Education:

2017 – Level 4 Certificate in Business Administration from University of Northampton, UK. (Affiliated with Amity Global Business School, Mauritius Campus)

2015 – Diploma in Computer Science and Technology from Women's Polytechnic, Kolkata.

2012 – 10+2 from WBCSE board with from Barasat Binapani High School.

2010 – 10th from WBBSE board with from Nabapally Jogendranath Balika Vidyamandir.

Volunteer/Internship Experience:

The Mauritius International University & Career Expo. (February, 2017)

Education Fair held at Swami Vivekananda International Convention Centre, Pailles, Mauritius. Gathering of worldwide recognized education centers from all over the world.

Executive Marketing Exhibitor

Worked as an executive marketing exhibitor for Amity Global Business School, Mauritius.

With excellent communication and marketing skills, gained attention of potential students and recruited them to worldwide recognized institute Amity Global Business School, Mauritius over the cutting-edge competition.

With proficient management skill and teamwork were able to manage more than 4-5 students at one time and overall, 250-400 students per day.

Work Experience:

Jeeves Consumer Services ● Escalation Desk (November 2021 – Present)

Jeeves Consumer Services are the proud service partner of Flipkart. Jeeves has been awarded as India's most trustworthy service provider, providing end-to-end service for each customer.

Escalation Desk:

As escalation desk specialist, it is my role consists of identify what went wrong and coordinate with the correct POC to provide the best resolution to customers. My role in this company requires me to:

- To be vigilant on our social media pages (LinkedIn/Instagram), along with incoming emails via Warroom and respond to each customer within TAT who are reaching out for assistance.
- Once the cause of escalation has been identified, it is my job to coordinate with the correct POC and customer to find the best resolution.
- A routine follow-up with both the customer and the service team to avoid further escalation and to ensure that the customer receives resolution within TAT.
- Post closure of the case, it is my job to identify the reason behind the escalation and what could have been the preventative action and accordingly provide RCA & CAPA to the higher management to avoid such escalations in future.
- Make a weekly report based on the escalations handled and identify the process gaps in order to apply preventative action to avoid future escalations.
- Assisting the training team with relevant email templates along with calling scripts and F&Qs.

**Concentrix • Adobe Process (Chat & Voice) • Customer Service Executive
(December 2019 – October 2021)**

Concentrix is a technology-enabled global business services company specializing in customer engagement and improving business performance. Concentrix partner with ambitious, progressive executives around the world to future-proof their business and stay ahead of the competition and customer expectations.

Customer Support Executive:

As Customer service executive it is my job to provide an interface between customers and the client company. My role in the company requires me to:

- Answer calls professionally to provide information about products and services, take/cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Follow up with the customer to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.

Hurray Edutech • IELTS & PTE Training Institute (August, 2018 – April, 2019)

One of the most reputed IELTS & PTE training institute in Bangalore.

Academic Counselor

As an Academic Counsellor I was the front face of the company responsible of conveying the assets prospective students will gain from us. My main responsibilities were:

- To make calls to the prospective students, send text message and emails.
- Work as the point person to manage the process of student enquiry to enrolment.
- Counsel prospective students/professionals and advise them about the best course as per their career interests.
- Analyse and keep track of course enquiries from the various modes like emails, telephone and direct enquiries and maintaining the record of the same.
- Maintain the record of the students joining the course and keep a track of the fees to be paid by the students joining the course.

- Continuously work towards creating a positive bonding between Hurray and its students. Like talking, taking reviews from them after completion of course.
- Update the students about any kind of new events / seminars / webinars related to the courses so that the student is informed time to time about any kind of information relating to any new courses.

Skills and Abilities:

Skilled at managing multiple and difficult task at hand.

Excellent communication skills & active listening that allow me to handle challenging customers/situation.

A team player who can handle responsibilities independently as well with my resolution-oriented approach.

Excellent with Presentations & Public speaking.

Proficient with Computers (With added advantage of being fluent in basic skills and MS Office), Internet & Social Media.

Possess a strong hold on English, Hindi & Bengali language in both written & oral communication.

Personal Information:

Date of Birth: 27/12/1994.

Sex: Female.

Marital Status: Unmarried.

Nationality: Indian.

Languages known: English, Hindi, Bengali.