



# Anindita Kar

## Assistant Retention Manager

A highly skilled and customer-focused support professional with a proven track record of resolving technical issues. Proven ability to provide prompt and effective troubleshooting solutions, resulting in increased customer satisfaction and minimized downtime. Dedicated professional who excels in delivering high-quality technical support and fostering strong customer relationships.

## Contact

### Phone

8763231197

### Email

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### Address

Mahaveer Meridian Flat No 406, C3 Block ,  
11th cross , Kothanoor Main ,  
Jp Nagar 8th Phase , Bangalore -560078

## Education

2017

### B.Tech (Mechanical Engineering)

Institute of Technical Education and  
Research, Siksha 'O' Anusandhan  
University, Bhubaneswar, Odisha

2013

### Higher Secondary Education

Kendriya Vidyalaya, Baripada, India

## Expertise

- Collaborative Problem-Solving
- SQL
- Manual Testing
- Data Analysis
- Documentation
- Communication and Presentation Skills.

## Language

English- Expert

Hindi-Expert

Odia-Mother Tongue

## Experience

### June 2023-August 2023

BYJU'S-Think and Learn Pvt. Ltd

### Assistant Retetion Manager

**Customer Analysis:** Conduct in-depth analysis of customer data to understand their behavior, preferences, and needs. This analysis can involve examining purchase history, engagement patterns, and feedback.

**Retention Strategies:** Develop and execute strategies to retain customers. This may involve creating personalized marketing campaigns, loyalty programs, and customer engagement initiatives.

**Data Analytics:** Utilize data analytics tools to track customer retention metrics, such as customer churn rate, customer lifetime value, and customer satisfaction scores. Analyze these metrics to measure the effectiveness of retention efforts and make data-driven decisions.

### July 2021-May 2023

BYJU'S-Think and Learn Pvt. Ltd

### Senior Product Expert

Resolved an average of 20 technical issues daily by providing prompt and effective troubleshooting solutions, resulting in increased customer satisfaction and reduced downtime.

Collaborated with cross-functional teams to identify and resolve recurring technical issues, leading to a 25% reduction in the number of escalated cases.

Researched and stayed up-to-date with product knowledge, industry trends, and emerging technologies to deliver informed support to customers.

### October 2019-June 2021

BYJU'S-Think and Learn Pvt. Ltd

### Student Success Specialist

Demonstrated exceptional customer service skills, maintaining a friendly and professional demeanor while troubleshooting and resolving customer issues.

Acted as a liaison between customers and the product development team, relaying customer feedback and feature requests to drive product enhancements.Explaining products features, benefit, and application to customers.

### October 2019-June 2021

### Knowledge Splice Pvt. Ltd

Exhibited a high level of accuracy and attention to detail when performing duties involving the validation and verification of mortgage data.

Conducted regular quality checks on data inputs and outputs to identify and rectify errors, ensuring data integrity.

Supported the implementation of process improvement initiatives, actively contributing ideas and suggestions for optimization.