**Resume**

Name: Dipa Sinha

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**Objective:**

* To succeed in an environment of growth and earn a job which provides me job satisfaction and self-development and help me to achieve personal as well as organizational goals.

**Organizational Experience:**

**Company 1:** Infosys BPM

**Designation:** MIS/WFM analyst

**Duration:** 22-Feb-2021 to present

* Provide support and maintenance to existing management information systems (MIS).
* Manage the call volume, attendance and program break schedules.
* Generate and distribute management reports in accurate and timely manner.
* Assist with creation if metrics and targets for services.
* Provide strong reporting and analytical information support to management team.
* Provide recommendations to update current MIS to improve reporting efficiency and consistency.
* Analyse business information to identify process improvements for increasing business efficiency and effectiveness.
* Generate ideas for process and service improvement planning.
* Produce daily, biweekly and monthly internal reports.
* Use trends and reports to forecast requirements.
* Assist with projects and other duties as requested or assigned.
* Participate in cross-functional meetings to resolve recurring customer issues.
* Advanced level Microsoft Excel skills – Including advanced formulas, also Word and Email.
* VBA macros an asset.
* Power BI.
* Experience with MIS/WFM Tools like -IEX, NICE, CMS.
* Ability to create reports in Excel and forecast results.
* Attention to detail and high level of accuracy.
* Ability to multi-task, focus and complete reports for extended periods of time.

**Company 2**: Concentrix

**Designation**: Senior iOS technical advisor

**Duration:** 20-February - 2019 to 05-Jan- 2021

* Identifying hardware and software solutions.
* Troubleshooting technical issues.
* Diagnosing and repairing faults.
* Resolving network issues.
* Installing and configuring hardware and software.
* Speaking to customers to quickly get to the root of their problem.
* Talking customers through a series of actions to resolve a problem.
* Following up with clients to ensure the problem is resolved.
* Replacing or repairing the necessary parts.
* Supporting the roll-out of new applications.
* Providing support in the form of procedural documentation.
* Managing multiple cases at one time.
* Testing and evaluating new technologies.

**Company 3**: 24/7.ai

**Designation**: Digital Interaction Executive

**Duration:**  30-August-2017 to 10-January – 2019

* Responding to customer inquiries via phone, email, or chat.
* Assisting customers with orders, returns, and account-related issues.
* Resolving customer complaints in a timely and satisfactory manner.
* Providing accurate and helpful information to customers.
* Updating customer account information as needed.
* Processing customer orders and handling returns and exchanges.
* Maintaining a high level of product knowledge to assist customers with their inquiries.
* Following up with customers to ensure that their issues have been adequately addressed.
* Documenting customer interactions and transactions in the company’s database.

**Certifications:**

* Certificate in Java & SQL from J-Spider - 2017 Bangalore.
* Participated in many drawings and sports events of various institutions.

**Education:**

B-Tech (Civil) from Gandhi Institute for Technology (BPUT), Bhubaneswar, Odisha in 2016.

**Strength:**

* Adjustable
* Self motivated
* Positive attitude

**Hobbies:**

* Travelling
* Painting
* Practicing Meditation
* Solving puzzles
* Reading

**Personal Profile:**

**Father’s name:** Mr. Mani Kant Sinha

**Date of Birth:** 12-Nov-1994

**Gender:** Female

**Nationality:** Indian

**Marital Status:** Married

**Languages Known**: English and Hindi

**Address:** CL1/702, Akanksha Apartment, Newtown, Kolkata

West Bengal -700156

**Declaration:**

I hereby declare that all the statements herein are true to the best of my knowledge and belief.

Date: Dipa Sinha

Place: Kolkata