RESUME

# SUSMINA BISWAS

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**Mob: +91 7044572177**

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### Career Objective

To make a positive impact in my field of activity leading to organization growth with professional divinity, putting my all efforts in the work assigned to me in organization. Seeking an opportunity to utilize my skills for the benefit of the company.

### Personal Strength:

* Strong Inter-personal organizational skills.
* Sincerity towards job and punctuality.
* Able to cope under pressure.
* Good team player, hard working and enthusiastic.
* Excellent communication skill.

***WORK EXPERIENCE:***

**Worked at Wipro Technologies as a process associate (14.01.2016 - 03.02.2017)**

Duration: 1 Year 2 Months.

Description: Solving Customer queries and providing technical support.

**Worked at Tata Consultancy Service as a process associate (26.04.2017 – 3.10.2019)**

Utility Domain  
Duration: 2 Years 6 Months.

Description: Proficient in resolving customer queries at the earliest and focusing on Customer Satisfaction.

Also team Billing Department.

Worked in **CRM, ISU, SAP**

**Worked at GENPACT as a Process Developer (16.11.2019 – 04.03.2023)**

Description-Accounts Payable Help Desk (P2P) **Team Manager**

Invoice processing

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* Respond to all vendor inquiries.
* Establishing team targets as a reflection of the company objectives.
* Making sure motivation and performance levels are maintained.
* Supporting the team to grow in their interested field.
* Monitor and evaluate randomly to assess associates service level standard and complete online evaluation of client audits.

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**Working in Deloitte under (Quess Corp)**

**TEAM MANAGER**

* Documenting any major problems customers are facing and reporting to the concerned team.
* Handling Client calls and give reviews on Current Project.
* Prepare reporting based on audits and offer suggestions, job-aids for improvement.
* Providing accurate information to senior managers on key issue, maintain leave tacker.
* Process 3 way P.O. matching invoices.
* Match invoices to checks if the payment has made accordingly.
* Ability to interact with employees and vendors in a professional manner.
* Reconciles processed work by verifying entries and comparing system reports to balances.
* Ensuring Team bonding a team interaction and creating a better work culture.
* Complete analysis of result to identify root cause or trend that will lead to efficiency and quality
* Assist in month end closing.

***CURRENT TOOLS USED***

**SAP   
 Salesforce**

**CORA**

***ACADEMIC QUALIFICATIONS:***

**B.Com (Hons)** from Calcutta University, S.A Jaipuria College. **Passing Year:** 2015.

***ADDITIONAL KNOWLEDGE:***

**Basic course:** Power Point, Excel and Microsoft Word.

**PERSONAL DETAILS**

Father’s Name: Swapan Biswas

Date of Birth: 27th of February, 1992

Marital Status: Married

Nationality: Indian

Present Address: House no. 4-1187/P, Marthanda Nagar, New Hafeezpet. Hyderabad,

Telangana: 500049

## HOBBIES AND INTEREST

Cooking.

Exploring new places.

Spending time with family and loved one.

## LANGUAGE KNOWS

Hindi, English, Bengali and Nepali.

## DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge.

**(SUSMINA BISWAS)**