

Anjana Subhash Gupta

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Objective

I am a recent MSc graduate in Organic Chemistry, passionate about working in Research & Development, QA & QC within the Pharmaceutical, Petrochemical or Chemical industry. I have laboratory techniques, and I'm eager to apply my knowledge in a practical setting. I'm looking for an opportunity where I can grow, learn from experienced professionals, and contribute to meaningful scientific work. I'm a quick learner, detail-oriented, and excited to start my professional journey in the chemistry field.

Education

Course / Degree	School / University	Grade / Score	Year
Masters in Organic Chemistry	Patkar varde college, Mumbai University	CGPA= 7.70	2025
Bachelor in Science- Chemistry	Patkar varde college, Mumbai University	CGPA= 7.76	2021
Higher Secondary Certificate	St.Thomas High School & Jr. College	63.08	2018
Secondary School Certificate	St.Thomas High School & Jr. College	67.40	2016

Experience

- Tech Mahindra Business Services Ltd**
25/08/2022 - 13/06/2023
Customer Relations Advisor
 - o Cross selling products to customers as an additional products or services that complement or enhance their original purchase.
 - o To be responsive and helpful when customers reach out with questions or issues, and going above and beyond to resolve any problems they may have.
 - o Have also achieved certificate for providing excellent customer service and demonstrating the three Mahindra Rise tenets- accepting no limits, alternative thinking and driving positive change.
- Sitel Pvt Ltd**
04/09/2021 - 19/08/2022
Customer service Representative
 - o Helping customers to perform virtual COVID testing, also known as telehealth or remote COVID testing, typically refers to the process of conducting a COVID-19 assessment or consultation remotely through digital communication platforms.
 - o It involves connecting with telehealth proctor via video conferencing to discuss COVID-19 symptoms, and also help them with the results accordingly.
 - o Also achieved two certificates for being Best Agent and Most Improved Player.
- Concentrix Services India pvt ltd**
20/10/2020 - 21/12/2020
Customer Service Representative
 - o Connecting with customers on call and explaining the importance of coding for their childrens and help them schedule for free demo classes according to their convenience.

Skills

- Hard working and target oriented
- Bringing perfection in task performed, ability to handle allocated work
- Good listener as well as keen observer and hence detail oriented

- Swiftly acquiring new techniques and methods
- Critical thinking abilities
- Skilled in cross-team communication and cooperation
- Receptive to Feedback & Continuous Improvement

Computer Proficiency

- Ms Excel
- Ms Word
- Ms Powerpoint
- Internet Surfing

Interests

- Drawing & Painting
- Dancing
- Creative decorating

Languages

- English
- Hindi
- Marathi

Personal Details

- Nationality : Indian
- Gender : Female