

# Anjana Subhash Gupta

1301, Pratap nagar SRA , Shivaji nagar road, Kurar village, Malad (E).  
Mumbai 400097, Maharashtra.

7208185848 | anjanagupta0709@gmail.com

## 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

- Cross selling products to customers as an additional products or services that complement or enhance their original purchase.
- 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.
- 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

- 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.
- It involves connecting with telehealth proctor via video conferencing to discuss COVID-19 symptoms, and also help them with the results accordingly.
- 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

- 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