

SHUBHOJIT SAHA

+91-7003861902

Shubhojitstansaha5@gmail.com

Kolkata, West Bengal

EXPERIENCE

Senior customer care executive

IntouchCX

2022 - Present Bangalore, India.

- Worked as a Senior Customer Care executive for 2 years with a good reputation

Content Writer

CogentHub

2021 - 2022 Kolkata

Company based on Web development, web content

SUMMARY

Have excellent written and verbal communication skills that can help resolve critical issues on demand.

I'm in search of a peaceful and fair working environment where us employees can excel and take ownership for our responsibility. This would also allow us to grow in our respective fields.

LANGUAGES

Bangla

Native



English

Smooth and Professional



Hindi

Smooth and Professional



Japanese

An absolute beginner here. Trying to learn.



EDUCATION

Civil Engineering, B. Tech

Narula Institute of Technology

2016 - 2020

MY LIFE PHILOSOPHY

Creativity, Work ethic, and Consistency will someday cut the mountain in halves

KEY ACHIEVEMENTS



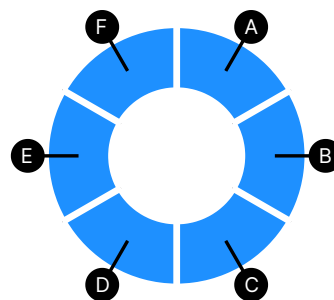
Held the First Response Time(FRT) an under a minute for every customer/user I've handled for 2 years straight

I believe this required my utmost will to work efficiently and consistently. I know my strengths and weaknesses.

SKILLS

Well acquainted with software like Zendesk and Intercom, as well as MS Excel.

STRENGTHS



- A Communication skills(written, and verbal)
- B Work ethic and transparency
- C Reliability
- D Getting the best out of the worst
- E Professional
- F Punctual