



# RIYANKA RAY

## Contact



**P/79 Bank colony, Dhakuria  
Kolkata 700031**



**riyankaray4@gmail.com**

**contact-6289808560**

## Skills

**MS Office**

**MS Excel**

**MS PowerPoint**

**Client Servicing**

**Social Media tracking**

**Good time management**

**Good Communication Skills**

## About

Dedicated customer support executive with a proven track record of delivering exceptional service and resolving complex issues. Skilled in managing diverse teams and ensuring seamless operations. Exceptional communication skills, adept at building rapport with customers and colleagues alike. Possess a strong aptitude for problem-solving and a passion for providing excellent customer experiences. Adaptable and open to exploring new fields, seeking fresh challenges to utilize my versatile skill set. A motivated professional committed to delivering results and exceeding expectations.

## Education History

**International Institute of Hotel Management, Kolkata**

B.sc in Hospitality management with 68.8% (2018-21)

Bachelor's degree in tourism studies (2018-21)

**B.D.M. INTERNATIONAL, Kolkata**

72% in CBSE 12th Board with Humanities

## Work Experience

**Genpact (April 2024-Current)**

Process Associate- Curation and Review of  
Advertisements

**Amazon (September 2023- March 2024)**

Shipping Delivery Associate (Email Support)

**SVF Entertainment (May 2022- September 2023)**

Customer Support Executive

**Freelancer Writer (January 2023-June 2023)**

Writing blogs and short content for Fashion and  
Lifestyle.

**Radisson Blu Udaipur Palace Resort and Spa,**

**Trainee (November 2019- March 2020)**

Worked in Front office, Housekeeping and food and  
beverage department.

**Indismart Hotel, Kolkata (2 weeks)**

On the job training in all major departments.

**Worked as an intern in front office department**

**from Midlands and Co. (November 2021- 1st  
February 2022)**