

# BRATATI SAHA

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## EXPERIENCE

2022-Present **VEDANTU INNOVATION PVT LTD.**

Bangalore

### *Senior Student Care Specialist*

- Investigated and researched issues to determine root causes and appropriate resolution methods. Worked in business development, operations, and customer support with satisfaction.
- Delivered a 20% increase in customer satisfaction scores by optimizing response processes, maintaining a 99% adherence to quality standards, and ensuring a 24-hour turnaround time consistently.
- Achieved a 95% overall customer satisfaction rate while maintaining a 24-hour turnaround time and meeting 99% of quality metrics in a high-volume support environment.
- Handled a team of 5 people. Provided all the support, and training to the new joiners.
- Working closely with the cross-functional team to take on new updates and changes. Coordinated with a diverse team of engineers, Ops, and product managers to introduce monthly feature updates, enhancing user satisfaction scores by 15% and reducing churn rate by 10%.
- Gave accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
- Directed unresolved customer grievances to specialized departments for further investigation, generating 50+ qualified leads monthly and resolving academic doubts, leading to a 25% increase in customer satisfaction.
- Maintaining daily updates to ensure transparent communication and alignment within the team.

2021-2022 **CATOSOFT TECHNOLOGIES PVT LTD (VIRTUAL)**

Virtual

### *Operation Intern (Oct- Jan)*

- Understand the workflow of the company and explain it to the clients. Scheduling meetings for the clients, and making them understand the joining process.
- Data entry - Update data in Excel sheets and manage records daily.
- Perform other tasks assigned and give updates daily to the team leads.
- Cold calling, and email support.

2021 (Aug) **HENRY HARVIN EDUCATION PVT LTD. (VIRTUAL)**

### *Quality Analyst Intern*

- Conducted on-call audits to evaluate performance and adherence to quality standards (remote).
- Created content/format for customer replies.
- Conducted briefings for all operational staff working in the Process.
- Preparation of call monitoring data & related internal reports.
- Ensure adherence to Quality SLAs

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## EDUCATION

2018-2020 **JADAVPUR UNIVERSITY**

Kolkata, India

### *Master of Arts; in Linguistics*

- Marks: 8.5 CGPA

2015-2018 **BANARAS HINDU UNIVERSITY**

Varanasi, India

### *Bachelor of Arts, Hons in English Literature*

- Marks: 7.1 CGPA

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## OTHER

- Languages: Bengali (native), English (professional), Hindi (Fluent)
- Technical Skills: MS Office, Excel, Technical Proficiency (MS Excel, Salesforce, Freshdesk CRM, HTML),
- Soft Skills: Quality Assurance, Communication, Attention to Detail, Strong interpersonal skills, Proactive and self-motivated, Team Collaboration.
- Certifications: Certification in SQL (2024), Management Trainee Certificate Course (Aug 2020) [Covered Industry Oriented Practical Module], Translation studies Certification, (2019-2020)
- Community Volunteering: Active participant in volunteer work, NGO involvement, and social impact initiatives, demonstrating a commitment to public service and outreach