

# Snehangsu De

## Data Service Executive

Strong experience and proven capacity with 2 years 7 months on escalation desk for customer query in voice and non-voice process with massive customer satisfaction and clean communication skills. 1 year and 9 months experience in Database management using SQL in small business accounts and bookkeeping services. A quick learner, adept at multitasking, and comfortable working in a time constraint environment. I was Involved in call auditing, process improvement, and training of new hires.

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## WORK EXPERIENCE

### Technical Support Executive - Data Services Concentrix

07/2019 - 04/2021

Bangalore

- Worked for Intuit Data Services, fixing corrupted company files for Enterprise & Premier products, fixing it with My SQL commands with a satisfaction of 89.%.
- Capable of handling system-related issues, file-related issues, debugging and small business-related accounting & bookkeeping issues.
- Worked on SQL commands (foreign keys, inner joins) to fix P/L reports, company financial reports and Sales reports.
- Creating, reading, updating raw data from broken data files to an entirely new database for the user to use.

### Subject Matter Expert Amazon

07/2018 - 03/2019

Hyderabad

- Guided and managing new hires for the Primary and Concession Abuse Prevention team. Our team passed with the year's highest passing percentage of 82%.
- Worked on MS Excel for Attendance, AUX report and Daily/Weekly performance of new hires trainees.
- Handled professional mail escalations to station and respective program team regarding process miss or customer exceptions.
- Audited "D-sat" contacts and provided daily feedback and published report with the transition and training team.

### Customer Operations Amazon

08/2016 - 06/2018

Hyderabad

- Involved in 500+ contact mining for issue codes improvement to reduce incoming contacts for Amazon Home Services (AHS).
- Discussed and analysed transaction disputes and missing cheque reports through team meetings.
- Monitoring and assigning tickets regarding payment failures and cheque cancellations.
- Proficient working in Bill Desk, Citrus Pay while assisting associates with UTR/RRN for refunds.

## EDUCATION

### Bachelor of Technology JIS College of Engineering

06/2012 - 05/2016

Kolkata

- Electronics and Instrumental Engineering (Graduated- 7.47).

## SKILLS

Customer Database Management   SharePoint  
Windows 07/08/10   Ubuntu 16   Libre Office  
MY SQL & Oracle   MS Excel   Tableau  
Python   Flask   HTML5   CSS3   Numpy  
Matplotlib & Seaborn   Pandas   APIs  
Social Media & Web Contents

## ACHIEVEMENTS

Rs. 1,500, prize for exceptional performance during Great Indian Sale'17. (10/2017 - 01/2018)

Three (3) consecutive Gold Performer of the month and twelve (12) Silver Performer of the month.

Acknowledged by the leadership team twice for Customer Delight Stories.

## PROJECTS

### CAP (Concession Abuse Prevention) (04/2017 - 10/2017)

- Worked as a six (6) member pilot batch for the CAP team, working on policy improvements and reduction of concession for customers/merchants abusive trend. Being as a pilot - teamwork, work ethic and quick decision making helped us in making the project a huge success.

### Primary Process Improvement (11/2017 - 12/2017)

- Consulted 800+ customers with a team of four(4) for feedback on new process change. The data collected was used to minimize "Where is My Stuff" queries and launching new issue codes for a better and clear data calculation.

## LANGUAGES

English   ● ● ● ● ●  
Bengali   ● ● ● ● ●  
Hindi   ● ● ● ● ○

## INTERESTS

Machine Learning   Neural Networks  
Exploratory Data Analysis   Tableau