



SOMNATH PAUL

Customer Service Associate

My Contact

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Hard Skill

- Sales in BPO as a customer service associate (CSA).
- Outbound process.
- Quick Learner.
- Great typing speed.
- Problem solving ability.

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Time management

Education Background

- **Sukantanagar Vidyarniketan(H.S)**
Secondary Education
Completed in 2015
- **Sukantanagar Vidyarniketan (H.S)**
Higher secondary education in Arts
Completed in 2017
- **Calcutta University**
Honours in Geography.
Completed in 2021

About Me

I am a quick learner with good communication skills. I am confident that my skills and dedication will bring great value to your organization. I possess strong adaptability skills and thrive on challenges, making me an ideal candidate unafraid to tackle new opportunities head-on.

Professional Experience

Teleperformance Global pvt. Ltd.

Customer service associate

April 2022 – Present

Key responsibilities:

- Analyze the data and generate the Leads daily basis.
- understands the customers needs for loans.
- Helps the customer to take loans from the SBI portal or application.
- highlights the concern team about customer problem.
- help the customers to access INB for taking loans.
- Redirect customers to the bank for further confirmation.

Languages Known

- Bengali
- English
- Hindi

Achievements

Received the RNR (Certificate of Appreciation) twice at Teleperformance Global Pvt. Ltd.