**ANUSHKA CHAKRABORTY**

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~ *Fresh, hardworking, detail oriented team player offering strong communication skills and customer service capabilities that contribute to company objectives ~*

**PROFILE SUMMARY**

* **MBA (Dual Specialization in Human Resource & Marketing) professional** with **nearly 2 years of experience** in:

*- Customer Relationship Management - Content Management*

*- Business Development - Client Relationship Management - Trouble shooting*

*- Data Cleaning, Formatting and Analysis - Data Extraction - Data Verification and Data Mining*

* Obtained **Certifications in Learning Management System (LMS), Planning and Documentation of Training and Business Intelligence (BI)** from **Parexel International India Ltd**
* Successfully **rationalized and integrated all online assets** through coordinating with a cross-functional team; made recommendations to senior managers
* A disciplinarian with exemplary communication, interpersonal skills with the ability to collaborate with staff at all levels



**ORGANIZATIONAL EXPERIENCE**



**Since Nov'14 – April’15: Lumesse India Pvt Ltd, Hyderabad**

*(Works for client Amazon)*

**Designation:** Data Verification Specialist (On 6 months Contract)

**Roles & Responsibilities:**

* Work in an internal tool (SOP) for updating information about different businesses (websites).
* Used search engines like Google+, Yelp & Bing maps for collecting information about different businesses.
* Used social networking site (Facebook) for verifying & collecting data about businesses.
* Validating data as per SOP Guidelines
* Updating the information collected from different search engines & Facebook in SOP tool
* For collecting information a lot of researches need to be done as per the given SOP guidelines
* Tool we use for sending report is MS Excel.
* Good at Data Manipulation, Data Handling and Error Correction.
* Manage daily assignments and meet deadlines.
* Working exposure to Internet & MS office.
* Use Pivot table, V-Look up, Concatenate & Macros for multi-dimensional reporting



**April’14 – Sept’14: Zen3 Infosolutions India Pvt Ltd., Hyderabad**

*(Works for client Microsoft India Pvt Ltd)*

**Designation:** Data Analyst (On 6 months Contract)

**Roles & Responsibilities:**

* Curating data for Twitter, Wikipedia & Facebook for Celebrities for MSN Sports & entertainment cluster
* Curating Stock market data for MSN Financial cluster.
* Labelling of recipies in a Microsoft Internal Tool (MSN Food Cluster)
* Testing Sports players profile in Nokia Lumia Application software.
* Satori ID conflation for Celebrities & sports players
* Injesting SEO panos in MSN Food Cluster
* Finance feedback entry in MS Excel about Nokia app
* Use of Advanced excel for analysis of data like Pivot table, Macros, etc
* Expertise in VBA for Excel, Excel Macro (Automation) & data formatting
* Worked closed with Data Extraction, Modification, Validation, Analysis, Management & reporting Using MS Excel & SQL

Project (1)

Client : Microsoft

Project : Labelling of Recipes

Technologies : XML, Notepad++, MS-Excel

Team Size : 10

Project Description : Microsoft provided between 20,000 and 25,000 sets of images that contain recipes. Each image is in JPEG format. Each image is a scanned page of a magazine. Some images will only be pictures; others will have pictures and text in English. We need to convert text image into text

using OCR tool. The final output is to generate the text in XML format.The generated XMLs will be ingested into Food & Drink App in Windows 8.1

Project (2 )

Client : Microsoft

Project : Twitter Curation

Technologies : MS Excel

Team Size : 10

Project Description : Curation for Sports person on twitter & finding his/her official & related twitter handles.

Project (3)

Client : Microsoft

Project : Financial data Analysis (Stock market)

Technologies : MS Excel

Team Size : 10

Project Description : Curation of related stocks with main stock.

Project (5)

Client : Microsoft

Project : Satori Id Conflation

Technologies : MS Excel

Team Size : 10

Project Description : Satori ID is an internal identification ID of Microsoft & for every celebrity there is a SatoriID and adding some information in an web portal about the celebrity as per the guidelines given.



**April’13 – Mar’14: Country Vacations India Ltd (Subsidiary of Country Club India Ltd)., Hyderabad**

**Designation:** Sr. Manager Central Customer care

**Roles & Responsibilities:**

* providing help and advice to members using your organisation's products or services;
* communicating courteously with members by telephone, email, letter and face to face;
* investigating and solving members' problems, which may be complex or long-standing problems that have been passed on by member service assistants;
* handling members’ complaints or any major incidents, such as a security issue or false commitments being made to member by sales team
* Co-ordinating with Pan India Branches (42 Branches) in solving members’ issues
* issuing refunds or compensation to members;
* Managing a team of total 20 members
* keeping accurate records of discussions or correspondence with members
* analysing statistics or other data to determine the level of member service my organisation is providing
* writing reports analysing the customer service that my organisation provides
* developing feedback or complaints procedures for members to use;
* developing customer service procedures, policies and standards for my organisation or department
* meeting with other managers to discuss possible improvements to member service
* Analysis of data using MS Excel (Formulas, Ifs Function ,Charts, Pivot table, macros & V-Lookup).
* training staff to deliver a high standard of member service
* leading or supervising a team of member service staff

**ACADEMIC DETAILS**

* **MBA (Dual** Specialization in Human Resource & Marketing) from Siva Sivani Institute of Management, Hyderabad, AICTE approved in 2012
* **B.Sc. (Economics, Mathematics)** from University of Calcutta in 2010
* **12th**from Holy Home School, Kolkata, ISC in 2005
* **10th** from Holy Home School, Kolkata, ICSE in 2003

**KNOWLEDGE PURVIEW**

* Possess sound knowledge of:

Learning Management System

Macros (Automation)

Advanced Excel

Data Analysis

Content Management

Data Extraction

Customer Relationship Management

Client Relationship Management

**IT SKILLS**

* Insightful knowledge of:
* MS Office (Excel - MS Excel (Pivot table, V-Lookup, H-Lookup, Conditional formatting, Macros, Logical Functions, Concatenate, Paste Special, Formulas & so on; Word and PowerPoint)
* Windows
* Internet Applications

**PERSONAL DETAILS**

Date of Birth: 02/23/1987

Languages Known: English, Bengali, Hindi

Present Address: Flat no. 103, Mythri Enclave, Manjeera Pipeline Road, Madinaguda, Hyderabad-500050