

Subhashree Mandal

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Near Ganesh Temple, Chakeisihani
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CAREER OBJECTIVE

To build career as a Software Developer in a growing organization where I can get the opportunities to prove My abilities by accepting all challenges, fulfilling all the organizational goals and climb the career ladder through continuous learning and commitment.

WORKs EXPERIENCE

Process Associate

TCS Synergy Park, Hyderabad
10/2019 – 05/2020

Tasks:

- Monitor all transactions and ensure compliance to quality regulations and maintain effective relationships with clients and handle outbound customer sales through telephonic calls..
- Coordinate with internal and external clients and provide assistance on phone and resolved all queries.
- Manage everyday work activities and informed supervisor appropriately.
- Coordinate with team members and ensure achievements of all team objectives and goals.
- Analyze all issues of internal and external clients and provide effective resolutions for same.

Customer Support Associate

Tech Mahindra, Bhubaneswar
08/2020 – 11/2020

Tasks:

- Responsible for taking incoming calls from the customer base and addressing customer product issues and concerns with the company.
- Develop a comprehensive understanding of the customer service policies and know when issues need to be escalated to the management staff for resolution.
- Monitor the customer satisfaction levels and develop methods for increasing them.
- Assist in creating ways for delivering excellent customer service to irate or problematic customers.

IDBI Intech Ltd, Hyderabad

Trainer (15/04/2022 – Current)
Phone Banking Officer (25/02/2022 – 15/04/2022)

Tasks:

- Coach associates for a specified time on product knowledge and performance grounds and mentor them to learn about new skills by sharing experience and knowledge.
- Conduct session for bottom quartile agents when they are lacking in terms of product knowledge and creating blunder with the call quality.
- Provide refresher sessions to its old employees in a specific period to cascade these recent product updates to the agents on priority to avoid any escalation from client's end.

- Conduct regular PKT (Product Knowledge Test) regarding the recently shared process updates.
- Audit calls to identify the loopholes in the process also share the feedback with the associates accordingly.

EDUCATION

Course	Discipline	Institute	University/ Board	Year of Passing	CGPA/Percentage
B.tech	Computer Science & Engineering	Raajdhani Engineering College, Bhubaneswar, Odisha	BPUT	2019	80.60%
Intermediate	Science	Ramadevi Womens' Junior College, Bhubaneswar, Odisha	CHSE	2015	64.33%
Matriculation	----	Govt. High school, Vss Nagar, Bhubaneswar, odisha	BSE	2013	85.66%

TECHNICAL SKILLS

- ☐ Core Java(J2SE)
- ☐ Advanced Java(J2EE)
- ☐ Oracle Database
- ☐ HTML5, CSS 3
- ☐ Spring Framework

AREAS OF STRENGTH

- Ability to learn things quickly.
- Multi-tasking abilities & Pro Active Nature.
- Enthusiastic to learn and implement new Technologies.
- Adaptable, hard worker & positive attitude towards life.
- Good Inter Personal & Communication Skills.

HOBBIES

- Learning New Technologies.
- Like to travel.
- Making Crafts.
- Love to Listen Music.

PROJECT

Project Title: VIRTUAL CLASSROOM Software

Used:

Operating System	:	Windows
Technology	:	JAVA/J2EE (JDBC, Servlet, JSP)
Web Technologies	:	HTML, CSS, JavaScript, Template
IDE	:	Eclipse
Web Server	:	Tomcat 8.0
Database	:	Oracle 10g
Software's	:	JDK1.8, Tomcat 8.0

Description:

It is a collaborative teaching tool to assist the students to learn in an interactive manner. It aims to complement the efforts of teachers to integrate technology into their classrooms and link the students to the Internet in educationally productive ways and provide them a stimulating, positive and enjoyable environment to study.

PERSONAL LIFE

Father's Name	:	Jayakrushna Mandal
Permanent Address	:	At- Karanpalli, PS- Bansada, Dist- Bhadrak, 756164
Date of Birth	:	13/04/1998
Marital Status	:	Single
Gender	:	Female
Nationality	:	Indian
Known Languages	:	English, Hindi, Bengali, Odia

DECLARATION

I hereby declare that all the statements made above are correct to the best of my knowledge and belief.

Place: HYDERABAD

(SUBHASHREE MANDAL)