



RUPSA CHAKRABORTY

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OBJECTIVE

Looking for an opportunity to secure the position of an organization where I can employ all my skills for the benefit of the organization.

EXPERIENCE

- **Netaji Subhas Chandra Bose Cancer Hospital**

November '19 - May '20

Store Assistant Trainee cum Receptionist

As a Receptionist

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered constant flow of customer calls with up to 4-5 calls in queue per minute.

As a Store Assistant Trainee

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Pursued every opportunity to learn about hospital business at all levels and improve team member support.
- Evaluated suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.
- Communicated with vendors regarding back order availability, future inventory and special orders.

EDUCATION

- **Prafulla Chandra College**

2020

B.A English Literature

- **Calcutta Public School**

2016

Humanities

ISC - 77%

- **Welland Gouldsmith School**

2014

Science

ICSE -65%

SKILLS

- Customer/Client Relations
- Telephone Skills
- Organizational Skills
- Attentive Listening and Effective Oral Communication
- Fluent in English and Hindi
- MS- Excel

INTERESTS

- Astronomical Facts

MARITAL STATUS

- Single

NATIONALITY

- Indian