

Rajarshi Datta

(He/Him)

DOB:

16.02.1994

Address:

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Skills

-
- MS Excel : Pivot table, Vlookup, Data Validation, Conditional Formatting, Charts
 - Pandas Library Python
 - Dedicated team player
 - Handling queries
 - Quality Analysis
 - Subject matter expert & Support
 - Internet search
 - Leading a group
 - Ability to adjust to new changes
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Experience

Teleperformance

Customer Service Associate

AUG 2024 - DEC 2024, KOLKATA

- Customer service associate for a US based E-commerce platform
- Handling US based customer queries over the phone
- Creating refund & replacement according to the customers' needs
- Communicating with delivery drivers on behalf of customers
- Communicating with third party sellers on behalf of customers
- Maintaining parameters set by the client

iMerit Technology

Senior ITES Executive

JUN 2021 - AUG 2024, KOLKATA

- Risk & Compliance specialist for a US based Crowdfunding Website
- Customer Support via Email/Chat (Zendesk)
- Review of Payment Frauds (AML, KYC)
- Review of Potential Risks (ATF)
- LexisNexis Bridger Insight/Persona screening for individuals from Sanctioned Watchlisted (Embargoed & Non-embargoed) Locations
- Ekata Identity Check
- Interaction with client to solve process related queries
- Support & mentoring for new hires
- Quality Analysis

Data Core Systems Pvt Ltd (deputed in Deloitte)

Project Associate

AUG 2017 - APR 2021, KOLKATA

- Transfer Pricing
- Company web review
- Bloomberg Search
- Annual report review
- Annual report calculation
- Handling client emails

Education

Welingkar Institute of Management Development and Research (WeSchool)

PGDM in Financial Management

MAYs 2023 - Pursuing - Distance Learning

Calcutta University

Bachelors of Commerce (Hons) in Accounting & Finance

AUG 2012 - AUG 2015, KOLKATA

Udemy

Advanced Excel

APR 2022

Jobaaj Learnings

Python - Pandas Library

JUN 2023

KPMG AU

Virtual Internship on Data Analytics

JUL 2023

Languages

English — Speak, Read, Write

Bengali — Speak, Read, Write

Hindi — Speak

Interests

Sports, Movies
