 **SOUJANYA BASAK**

 Senior Customer Representative

 Kolkata West Bengal India 700057

 06291277179

 basaksoujanya21@gmail.com

 Challenging in a reputed professional organization which will utilize my skill give me an opportunity to learn and be a part of organization growth. Seasoned Customer Associate with over 4 years of experience dedicated to providing highest quality service and making customers feel welcome. Committed to exceeding sales expectations and furthering company goals. Timely and situationally aware employee dedicated to supporting productive work environments.

**Skill**

* Computer Knowledge
* Data Entry Skill
* Customer Support
* Service Standard Compliance
* Service- Oriented Mindset

 **Work History**

***CONCENTRIX KOLKATA*** July’22-July 2023

* Provided excellent customer service by efficiently resolving issues and responding to inquiries.
* Collected customer information and analyzed customer needs to recommend potential products or services.
* Provided customers with updates and periodic statements on service developments and changes in trends.
* Offered free products or services to pacify irate or unsatisfied customers.
* Conducted surveys to determine customer opinion of products and service

CUSTOMER ASSOCIATE April.2019-June.2022

 ***WIPRO KOLKATA***

* Recommended items to customers based on specific needs and explained features and benefits.
* Provided management with daily log report on calls, complaints, resolutions, order statuses & escalations.
* Advocated for customers and reported on observed areas for product or service improvement.
* Worked with other customer support teams to develop consistent and equal high-quality levels of support

**EDUCATION**

**M.A.: English 09 -2021**

*West Bengal State University*

**B,A.: English 07-2018**

*Calcutta University*

**H.S. 05-2015**

*West Bengal Council*

**MADHYAMIK 05-2013**

*West Bengal Board*

**LANGUAGES**

Language Known : Bengali, Hindi English

**ADDITIONAL INFORMATION**

Name: SOUJANYA BASAK

Father’s Name: Sanjay Basak

Date of Birth: 21/05/1998

Address: 33 N.C.Chatterjee Street, Kolkata ,Pin 700057

Gender: Female

Nationality: Indian