# **WORK EXPERIENCE**

## **Customer Agent**

Air India Air Transport Service LTD (AIATSL)

*08/2019 – 11/2019 Experience*

Ground ﬂight handling

*Kolkata*

# **SKILLS**

MS Excel

MS Word

Communication

Decision Making

Problem Solving

Resolved several issues, always having the

needs of the customers and the reputation of the organization at heart. I have dealt with customers’ enquiries and complaints face-to-face, over the phone and via email

## **Intern**

H.M Biscuit Industry.

*Experience*

Observed and supervised end to end process from raw material tests to end product manufacturing

Assisted in Research and Development of food product adhering to standards set by FSSAI

Customer handling and management

Typing

Team Building

# **CERTIFICATES**

Certiﬁcate course on Computer fundamentals and Windows, MS Word, MS Excel, MS Power Point and Internet from Brainware Computer Academy

# **LANGUAGES**

**EDUCATION**

## **B.Tech in Food Technology**

Techno India Salt Lake

*07/2013 – 05/2017*

*CGPA: 6.51*

English      Bengali      Hindi     

# **INTERESTS**



06 February, 1995

CA 5/7,3rd ﬂoor Bibhabori Apartment, Deshbandhu

Nagar, Baguiati, Kolkata, India

+919804340054

[namratanag1995@gmail.com](mailto:namratanag1995@gmail.com)

Namrata Nag

Customer Agent

I am a committed, friendly and hardworking Customer Service Agent with a passion for providing excellent customer service at all times. Being a B.Tech graduate in Food Technology Engineering I am also adept in basic and industry speciﬁc skills which I put to use in day to day case resolutions. With respect to my interest I am open to learn and am keen on working in any industry irrespective of my ﬁeld of study.

## **High School Graduation**

Painting

Travelling

Blogging

Salt Lake School

*04/2001 – 03/2013*

*Academics*

ICSE: 82.2% (best of 5) ISC: 58.25% (best of 4)