

RESUME

NAME : SUSHMITA ROY

GENERAL INFORMATION

Languages Known : English, Hindi

Nationality : Indian

ADDRESS

Vidya Nagar

Bilaspur (Chhattisgarh)

CONTACT NUMBER

Mobile : 9975468928, 9637695583

WEB ADDRESS

E-mail Address : cool_susmitaroy@rediffmail.com

ACADEMIC QUALIFICATION

1] Post Graduation (M.Com) : Guru Ghasidas University
Bilaspur (C.G) (2003-2005)

2] Graduation (B.com) : Guru Ghasidas University
Bilaspur (C.G) (1999-2002)

3] XII (M.P. Board Bhopal) : (1998-99)

Bharat mata H.S.Eng.Med.
School, Bilaspur (Chhattisgarh)

4] X (M.P. Board Bhopal) : (1996-97)

Bharat mata H.S.Eng.Med.
School, Bilaspur (Chhattisgarh)

PROJECT ACCOMPLISHED:

M.Com Level:

- Marketing Management And Customer Satisfaction With Special Reference to Kinetic Motors.
- Problem And Solution For General Insurance Plan With Special Reference To Oriental Insurance Company

Job Details

Previous job details 1:

Designation : Customer Support Executive

Functional Area

1. Handling customer concerns and complaints in a timely manner.
2. Helping customers choose the right product for their requirements and budget.
3. Establishing a positive rapport with all clients and customers.

Organization Name : Etech Global Services (Gandhinagar)

Duration : Sep 2022-Aug 2024

Previous job details 2:

Designation : Client Service Executive

Functional Area

1. Provide accurate, valid and complete information by using the right methods and tools
2. Handle customer complaints, provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.
3. Keeps records of customer interactions, process customer accounts and file document

Organization Name : Medusind Solutions India Pvt.Ltd. (Ahmedabad)

Duration : Aug 2019-July 2020

Previous Job details 3:

Designation : Research Associate

Functional Area

1. Data Collection
2. To work on qualitative & quantitative research projects

Organization Name : Azure Knowledge Corporation (Ahmedabad)

Duration : Mar 2018-Feb 2019

Previous Job details 4:

Designation : Personal Secretary To Director

Functional Area

1. Dealing with the daily schedule
2. Organizing & maintaining diaries & making appointments
3. Arrangements of Travel & Hotels for M.D

Organization Name : Metro Estates Corporation (Pune)

Duration : Mar 2014-May 2015

Previous Job details 5:

Designation : Executive-Accounts

Functional Area

1. Support account manager in all day today activity
2. Maintain positive relationship with agency and client

Organization Name : Seagull Logistic (Pune)

Duration : Feb 2012-Nov2013

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