**RESUME**

**SHASWATI RAY**

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Ratan Ram Dahiya Apartments

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**@9899805914**

**OBJECTIVE**

 To work with an esteemed organization, which provides opportunities to move ahead and learning as well.

**EDUCATION**

1. Graduation from **Calcutta University (B.A)-2004.**
2. Passed **Senior School Certificate** Examination in **2001.**
3. Passed **Secondary School Examination** in **1999.**

**PROFESSIONAL QUALIFICATION**

Completed call center training course from **George ITES** (course modules include customer careskills, call center concepts, tele marketing, telephone handling skills and training in neutral accent) which is a **Unit of George Telegraph Group**.

 **SPECIALITIES**

1. More than **5yrs** of experience in customer service (Telecom process).
2. Basic knowledge about computers.

 **JOB RESPOSIBILITIES**

1. Handling team in the absence of the team leader.
2. Training and coaching new joiners.

  **WORK EXPERIENCE**

* + - 1. Worked with **IBM Daksh** (Kolkata) for 20 months as **Executive Operation** till **May 2007.**
			2. **Sr. C.C.O.** at **CONVERGYS**, Gurgaon, Haryana, May 2007 till Feb 2011.
			3. Worked with **INTER GLOBE TECHNOLOGIES,** Dec 2013 to July 2016 as **Customer Service Representative**.
			4. Worked with **OPK,** August 2016 till September 2017 as **Process Associate**.
			5. Working with **Fareportal** since October 2018 as **Customer Service Representative**.

 **HOBBIES**

 Reading books, watching movies, net surfing.

**PERSONAL ATTRIBUTES**

**D.O.B**:                            16th Apr, 1980

**Languages Known**:   English, Hindi & Bengali.

 **DATE:                                           (SHASWATI RAY)**