

Joyeeta Chanda

✉ joyeetachanda111994@gmail.com ☎ 7001587272 📍 Jalpaiguri, 735101 West Bengal, India

Profile

Looking for an opportunity to utilize my acquired skills and training to help the company and my future peers grow. I want my efforts to make a considerable difference to the company and help in their consequent success.

Professional Experience

Customer Support Executive Jul 2022 – present | Kolkata, India
Tech Mahindra [🔗](#)

Project - Flipkart

Responsibilities :

- Handle many inbound and outbound calls to customers and clients.
- Identify the needs of customers, resolve issues, and provide solutions promptly.
- Upsell other products wherever possible.
- Well-read on company policies and the website for FAQs or policy related answers.
- Maintain good customer relations.
- Meet personal targets and work towards meeting team targets.
- Write and submit timely reports on performance, targets, and customer queries.

Customer Support Executive & Test Centre Coordinator May 2021 – May 2022 | Kolkata, India
ReadyBell Software Services Pvt. Ltd. [🔗](#)

Responsibilities:

- Responsible for interacting with clients and solving their queries.
- Handled incoming questions from the clients.
- Identify any issues that customers might be struggling with.
- Report on customer feedback.
- Boost customer loyalty by offering a proper experience over the phone or text.

Administrator & Counsellor Nov 2020 – Apr 2021 | Kolkata, India
KOLKATA FILM AND TELEVISION INSTITUTE (K.F.T.I)

Responsibilities :

- Develop PR and campaign and Media Relation strategies.
- Edit and update Promotional material and publications.
- Address inquiries the media and other parties.
- Counselling

Skills

- Smart Assist(Tech Mahindra internal tool)
- MS Office 2003,2007,2010
- Maintaining profitable & amicable relationships
- Canva
- Social Media Marketing
- Tally ERP.9
- Diploma in Information Technology Application
- Good analytical and problem solving skills
- Social Media Marketing (Facebook Ads)
- Post Designing
- Google Business Listing

Education

Post Graduation Rabindra Bharati University Master's degree in Music.	2017 – 2019 Kolkata, India
Graduation Rabindra Bharati University	2014 – 2017 Kolkata, India
Higher Secondary Certificate D.B.O.S.S.E	2012 – 2014 Jalpaiguri, india
Secondary School Certificate Rabindra open Schooling	2012 Jalpaiguri, India

Declaration

I declare that the above information furnished by me are true and correct to the best of my knowledge and belief.

Joyeeta Chanda

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Kolkata, India