

Soumen Shaw

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A performance oriented person and focused towards my own career, I demonstrate an excellent interpersonal skills, a high level of confidentiality & proactive attitude, hardworking and a quick learner. Looking to leverage my knowledge, experience & skills into a suitable role which fits me in your company at Hyderabad.

Experience:

Teleminds Infotech – Customer Service Executive
(Oct 2015 – Present)

4.5 Years

Role:

- Worked at outbound Telecom calling process for selling landline broadband connections.
- Dealt with existing customers & solve their queries and convert calls into potential sales.
- Got promoted as Team leader on temp basics in June 2018, taking care of team & daily hurdles meeting day to day for 8-10 people.
- Later process change to energy dialing where to sell electricity billing provider to customers.

Skills & Strength:

- High level of confidentiality.
- Ability to supervise
- Organized- exceptional attention to detail.
- Presentable & Creative
- Excellent inter-personal skills
- Good Writing & Typing skills (30wpm)
- MS Word, Excel
- Language: English, Hindi & Bengal

Education:

B.A Graduation - R.D. & D.J. College, Munger (2010)

12th Pass - R.D. & D.J. College, Munger (2006)

10th Pass - Model High School (2004)

Personal:

C/O : Mr. Krishno kr Shaw
Date of Birth : 6th June 1989
Age : 31
Sex : Male
Nationality : Indian

Address: 33/2/1 Tangra Road Kolkata-700015