

# RUMKI MUKHERJEE

Flat No.7, 60 Ushapally, Boral Main Road, Trinayani Apartment, Kolkata 700084, West Bengal

**Email:** [rumki.mukherjee0075@gmail.com](mailto:rumki.mukherjee0075@gmail.com) **Phone:** +91 6291271951

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*A seasoned professional in the BPO & KPO industry, having contributed extensively in building customer relationship across globe for the brands like IBM in metro markets for their technical process. Well versed with the sales and billing of Telecom Giant for Australia, US & Canada and have extensive working in various geographies, seeking challenging and professionally satisfying opportunity in allied industries like Banks, Telecom and insurance etc.*

## BRIEF PROFILE

*Work Experience: 9 Years  
Previous Employer: Solo Network  
Designation: Sales Representative  
Duration: Till October 2020*

## ORGANIZATIONAL EXPERIENCE

### **Presently working with IT First Rite Technologies Pvt. Ltd**

**Designation:** Customer Service Representative

**Key Responsibility:** Handling B2B customers for electricity  
Energy Campaign

### **Teleminds**

**Designation:** *Senior* Customer Care Executive (Energy Australia)

**Key responsibility:**

Energy campaign

### **Solo Network Pty. Ltd.**

**Designation:** Sales Representative

**Duration:** Till October 2020

**Key Responsibilities:**

Handling inbound calls for Telecom

**Key Responsibilities:**

- 1) Calling Australian Customers ( Sales )

**CoMantra Solutions****Designation: Web Consultant****Duration: One year****Key Responsibilities:**

Selling websites for Australia &amp; New Zealand

**SZI Technologies****Designation: Customer Care Executive****Duration: Till Aug - 2017****Key responsibilities:**

- 1) Handling Customer Calls
- 2) Taking Care of Collections for the Telecom
- 3) Customer relations through e- mails and chats

**I am also Six Sigma Certified****Limtex Technologies Ltd****Designation: Consultant Level II Operations****Duration: 2012 - 2013****Key Responsibilities:**

Having been given the responsibility of Customer Relationship and taking care of the company's in house campaign of Telecom in their billing and credit control ( Teleus Australia )

**GRM Technologies Limited****Designation: Analyst and content writer****Duration: 2009 - 2010****Key Responsibilities:**

Analyst for Debt Consolidation and reception ( Oak View Law Group Nevada U. S. )

**IBM Daksh Limited**

**Designation: Manager - Customer Care Executive**

**Duration: 2007-2008**

**Key Responsibilities:**

Trouble shooting for receivers and remote control for DTH Services (Bell Canada)

**EDUCATIONAL CREDENTIALS**

**Master Of Arts ( English )**

*Kolkata University*  
*Year of Passing 1999*  
Kolkata

**PERSONAL DETAILS**

**Address** : Flat No.7, 60 Ushapally, Boral Main Road, Trinayani  
Apartment, Kolkata 700084

**Contact Number** : +91 6291271951

**Email** : rumki.mukherjee0075@gmail.com

**Date of Birth** : 18<sup>th</sup> February 1975

**Gender** : Female

**Marital Status** : Married

**Languages Known** : English, Bengali and Hindi

## DECLARATION

*I do hereby declare that the information provided above is true to the best of my knowledge and belief.*

**Date:**

**Place:**

**Mukherjee)**

**(Rumki**