**Susanta Chowdhury**

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Graduate having almost 07 years of experience in the field of BPS. Intend to build a career in leading corporate of high tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creating environment.

# Profile Highlights

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| **Primary Skills** | **Secondary Skills** | **Tools Used** |
| * Purchase Order Creation- p2p process under F&A domain
* Invoice Processing and billing -Utility Domain
* HandlingCustomer Complaints/ Query /Request regarding utility bills through mail box - Utility Domain
* Reconciliation of customer annual invoices – Utility domain
* US healthcare care claim processing and Adjustment processing for any dispute – healthcare domain
 | * Diploma in Financial Accounting
* Comprehensive problem solving ability
* Excellent verbal and written communication
* Flexible, fast learner and team player
* Ability to manage customer diplomatically and maintain the relationship
* Proficient in MS office.
 | * CC&B – For invoicing and billing
* MDM – To verify utility consumption
* SQL – To validate the consumption present in MDM

  * Ecoes – To check the account status with the vendors.
* CIS – legacy mainframe

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# Work Experience

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| **Organization** | **Area of Service** | **Tenure** |
| TATA CONSULTANCY SERVICES | BPS-BackOffice operation | 12th July 2012 to 29th January 2019 |
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# Roles and Responsibilities

* Managed Customer Complaints regarding excess bill and Quality.
* Translated the business troubles into analytical framework and process with a systematic predefined or proposed ordered resolution which is in line to the business intention.
* Recording of Log files during drive test and making a call to onshore for any clarification has to be done if required while purchase order creation into the system.
* Conducting post processing of log files in the form of Excel format.
* Optimization & Troubleshooting the Utility Problems in field through Drive Test.
* Quality checking of transaction processed by team and giving feedback using various quality tools and giving training & floor support to new joiners as a SME.

# Academic Qualification:

* Bachelor in Commerce (B.COM) from University of Burdwan in 2006
* Higher Secondary from WBBHSE Board in 2003.
* Secondary from WBBSE Board in 2001.

**IT Skills:**

* Hands on lab experience in Centos Linux OS Administration and hardening with online certificate
* Working knowledge in Networking + with institutional certificate from AEM
* Knowledge in MySQL query writing
* Knowledge in SSL/TLS certificate
* Hands on lab experience in AWS solution architect with online certification.
* Worked with Agile project
* Knowledge AD DS

# Language Known:

* English – Read ,Write & Speak
* Bengali – Read ,Write & Speak
* Hindi – Read and Speak