**CAREER OBJECTIVE**

# To work in such an organization where I gain experience that is both intellectually and professionally valuable, where I can see myself growing as a professional and as an individual, working in an innovative and competitive world and contributing to the organization with hard work, sincerity, patience and dedication.

# EDUCATION & WORK EXPERIENCE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Examination** | **Institution** | **Board** | **Marks Obtained** |
| 2017 | B.Com | Heramba Chandra College | C.U | 52.0% |
| 2013 | Class XII | Calcutta Public School | ISC | 72.0% |
| 2011 | Class X | Calcutta Public School | ICSE | 65.0% |

**WORK EXPERIENCE:**

**CUSTOMER SERVICE RELATIONSHIP, 2018**

**Bluemates Pvt Solutions, Kolkata** *12 Months*

**Scope of Role:** Customer Service Relationship and MIS

* To maintain the database of clients. (MIS)
* To deal with clients and handling customer queries (technical)
* To coordinate with another team and get the work done.
* To make reports of our project.
* To maintain a relationship with the clients and also scheduling the work to the marketing executives.
* To maintain the system operations of our project.

 **Key Leanings:**

* Time Management
* Follow up and coordination with other teams for synchronism at work.
* Learn about new formulas and shortcuts in Advanced Excel.

#  CONTENT MANAGER: BENGALI, 2018

 **Nemo. Inc ( Products- Welike, Welike Status, Vidmate), Pune** *10 Months*

 **Scope of Role:** Product knowledge

* To have the content Knowledge of the respective language.
* To have the community knowledge or preference of users.
* To run a campaign for the respective language.
* To Analyse the performance of the campaign through BI process.
* To handle product testing tasks.
* To make reports related to product training and weekly performance.
* To give product suggestions/ideas in improvement of the product(feedback meeting).
* To coordinate with campaign team, community team and also with BI team.
* To handle User feedback( CMS, REPORTED CONTENTS, GOOGLE PLAY)
* To make the feedback template formats.

**Key Learnings:**

* Time Management
* To handle ad-hoc works
* To Know the basics of content management(auditing, giving titles, push notifications, etc)
* To focus on minute details of the product and reporting.
* To fix the bugs/issues related to content.
* To know how to reply to the users from all 14 languages.

 **COMMUNITY: USER SERVICE & USER OPERATION MANAGER, 2019**

 **Nemo. Inc (Products- Welike, Welike Status, Vidmate), Pune** *3 Months*

 **Scope of Role:** To handle CMS, Google Play feedbacks.

* To prepare FAQ for our current product Welike Status( for 2 versions)
* To prepare CMS and Google Play reply template.
* To handle Welike status Official Accounts (Welike Assistant, Welike Alisha)
* To solve bugs or suggestions from the users and also report to the respective departments.
* To connect to users or influencers to join our Official groups.
* To Handle feedback contests and reporting to the product managers.
* To Make a lists of probable solutions of the issues given by the users.

**Key Learnings:**

* To think about the solutions to the given problems.
* To think how the community will be better.
* To know the professional approach to the users.

 **COMMUNITY MANAGEMENT SPECIALIST AND LANGUAGE POC, 2020**

 **Bytedance Technology Pvt. Ltd. (Helo App), Gurugram *13 months***

**Scope of Role:** Understanding of hotspot and trending topics maintaining & regularly updated the content feed

(Image content/ videos)

* Planning regional content strategy and building creator’s community based on user needs analysis and market research.
* Handling regional contest operation & monitoring the creator engagement & retention strategy.
* Recruiting & training the creators to create original and attractive content.
* Responsible for data analysis (like CTR / Daily Active Users / Conversion rate / Retention rate etc).
* Market Research on Content Level, product level and creator level.
* Product feedback and suggestions.
* Handling social media handles/accounts (Instagram, Facebook, Youtube, Twitter).

**Key Learnings:**

* **To communicate with big Kols and youtubers**
* **Understanding regional Hotspots and trending topics**
* **Campaign handling**
* **Market Analysis**
* **Product understanding**
* **Leadership.**

 **SKILLS**

**TECHNICAL SKILLS:**

* **Knowledge of Customer Service Representative, Client Support, Relationship Building.**
* **Knowledge of Oracle Database and SQL**
* **Knowledge of Adobe Photoshop.**
* **MS-Office (MS-Word, Advance MS-Excel, MS-Power Point and MS-Outlook)**

**SOFT SKILLS:**

* **Industrious**
* **Leadership Skill**
* **Self-Motivation**
* **Stress Management**
* **Time Management**
* **Self-Awareness**

#

# ACHIEVEMENTS

* **3rd position in the STUDENT OF THE YEAR in NIIT in the year 2016.**
* **Diploma Certification in Fine Arts and Creative Arts in the year 2015.**
* **Magazine Editor for Heramba Chandra College for three consecutive Years from 2014-16.**
* **Got Scholarships by NIIT Academy for GNIIT in the year 2013.**
* **Got best employee of the month and team of the month 2019.**
* **Got the best suggestion to improve the App of the month July, 2019 (Welike) (Appreciation from CEO).**
* **Did best in the monthly performance in the month of July, 2020 by getting 70% target fulfilled.**
* **Fulfilled the target by 100% in the probation period (Jan-Mar, 2020).**

# HOBBIES

* **Listening Music**
* **Painting**
* **Embroidery**
* **Crafts**

# PERSONAL DETAILS

* **Date of Birth: 14th October,1994**
* **Gender: Female**
* **Languages: English, Bengali and Hindi**
* **Nationality: Indian**
* **Email Id:** **bosedurba99@gmail.com**
* **Contact Number: 7003560713 Linkedin:** https://www.linkedin.com/in/durbabose123
* **Permanent Address: 2/18, Netai Nagar, Opposite Lalon Manch, Mukundapur, Kolkata- 700099**