



# Aditya Barua

## EXPERIENCE

November 2019 - Current

**Senior Process Associate Cognizant Technology Solutions |**  
Mumbai, India

- Responded to internal Cognizant client and associate queries in real-time via Live chat GSD tool within a 10 minute timeframe regarding Corporate Workplace Service and technical issues.
- Escalated complex issues to appropriate Level 2 & 3 team members as needed.
- Thoroughly followed telecommunication scripts to provide detailed, accurate responses in line with company policies.
- Maintained detailed records of correspondence with the client's and associates in the ONVIDA software tool, ensuring accuracy to minimize errors.
- Processing tickets of calls and follow-ups done for Covid vaccination in Service Now and YAAS tool.
- Actively participated in the Outreach program to help the specially-abled and various other communities through various activities.

June 2019 - October 2019

**Operations Executive Curiosity Gym |** Mumbai, India

- Tele calling prospective clients in various schools and educational institutions.
- Giving presales demo for Innovation induced education for children using Artificial Intelligence, STEM, Coding, Robotics, 3D gaming, and designing.
- Maintain a knowledge bank of all the programs offered and be able to effectively transfer knowledge to children, parents, community leaders and influencers.
- Actively participated in setting up outdoor events, camps, hackathons.
- Maintaining a database for various schools and educational institutions approached with 100% conversion rates to partner with our services.

June 2018 - June 2019

**Examination Operations Executive British Council Examinations and English Services |** Mumbai, India

- Performed pre-billing checks in SAP tool for Invoices received, verifying data accuracy ready for services used on the designated date, time, and venue.
- Developed strong professional rapport with vendors and clients.
- Managed all payments processing, invoicing, and collections tasks.
- Participated in Vendor contract negotiations, establishing and reviewing the existing terms of arrangements to maximize financial outcomes.
- Maintained vendor service procurement records.
- Authorizing claims of supervisors and examination invigilators from higher management and dispatching them to the head office for further processing.
- Scheduling and organizing various Proctor examinations across

📍 Noida, India 201304

📞 9871876956

✉️ aditya.barua2387@gmail.com

## SUMMARY

A productive employee with a proven track record of successfully producing quality outcomes. Offering 10 years of experience in various industries with a history of recognition for performance.

## SKILLS

- Written communication
- Multitasking
- Troubleshooting and diagnostics
- Documentation

India.

- Creating and following up on Hotel and travel reservations for examination supervisors and invigilators in Dnata and Speedways websites.
- Invigilating various Proctor examinations across India.

June 2014 - June 2018

**Customer Service Executive British Council Management Services** | Noida, India

- Maintained an extensive knowledge of IELTS examination and various product ranges offered to effectively answer customer queries and issues on the product specifications on inbound calls.
- Addressed complex customer complaints, skillfully solving them in an efficient and effective manner to maintain customer satisfaction.
- Processed and follow up customers' cases created in the Salesforce software with the Level 2&3 teams.
- Assisted customers with their registrations and other complaints in the IELTS Online Registration System.
- Volunteered in the Education UK Exhibition conducted twice every year.
- Part of Teach India initiative team by visiting various NGO's and underprivileged schools and interacting with the students and staff to spread education.

November 2012 - July 2013

**Technical Support Executive IBM Daksh Ltd.** | Noida, India

- Utilized root cause analysis to diagnose and troubleshoot commonly reoccurring issues.
- Communicated effectively with technical support teams to resolve escalated issues swiftly and efficiently.
- Provided accurate, detailed diagnostic and troubleshooting information over the phone and via webchat.
- Achieved a 98% customer satisfaction rate through excellent customer service and communication skills.
- Used remote desktop software to remotely access customers' and clients' computers to resolve issues.
- Created and followed up on tickets created in the CRM tool.

February 2012 - July 2012

**Technical Support Officer HCL Technologies** | Noida, India

- Diagnose and troubleshoot accurately issues faced by customers and clients in their AT&T modems and routers.
- Used remote desktop software to remotely access customers' computers to diagnose and troubleshoot other internet-related issues.
- Escalating complex system-wide issues to the Level 2 teams.
- Creating and following up on tickets created in the CRM tool.

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## EDUCATION

2011

**Bachelor of Arts**

University of Delhi, New Delhi

2006

**Senior Secondary Education** | Humanities

National Institute of Open Schooling, New Delhi

2004

**Secondary Education** | CBSE

The Mother's International School, New Delhi

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## ACCOMPLISHMENTS

- Recognized by management for Accountability and behavior, leading to consistent performance and maintaining quality parameters.
- Improved reviews by successfully handling customer complaints and sharing valuable inputs regarding the process.

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## CERTIFICATIONS

- CCNA Network certified.
- MCITP certified.
- Acheived Six Sigma White Belt certification.

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## LANGUAGES

**English:** First Language

**English:**  B2

Upper Intermediate