

Swagata Sarkar

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Career Objective

To provide valuable and time bound service to an organization and to the society to achieve desire goals. Hardworking Office Intern eager to learn more about the organization while supporting employee needs and contributing to business success. Methodical, efficient and quality-driven professional.

Skills

Management, Organizational, Relationships building and strengthening, Problem solving, Communication Development, Leadership, Team work.

Work Experience

Work as a **Class Incharge-Junior Associate** at **Physics Wallah**, Malda, West Bengal

(July 2022 to March 2023)

Job description

- Reporting process to Regional Team Leads
- Maintaining class decorum
- Monitoring students.

Work as a **Student Success Team-Associate** at **Physics Wallah**, Malda, West Bengal

(April 2022 to till date now)

Job description

- Reporting process to Regional Team Leads
- Understanding the students' query.
- Raising tickets on behalf of students
- Need to maintain First response time within 15mins
- Timely escalation to the right department to resolve the issue within the specified TAT
- Following up with the SPOC to resolve students' concerns
- Informing the students once the issue has been resolved by dropping an email from Freshdesk
- Following the SOP
- Maintaining quality score above 90%
- Ensuring a 24-hour TAT
- Monitoring unresolved tickets
- Connecting with parents on specified queries

Internship

Hijli Inspiration, Kolkata (January-February, 2020)

- Bridging the Divide - Sathi for Education
- Environmental Conservation – Green Panchayat for Sustainable

Education

2018 - 2020

Master of Rural Studies:

Visva-Bharati University - Bolpur, Sriniketan

- 69.2%

2016 - 2018

Bachelor of Education:

University of Gour Banga – Malda

- 78.1%

2013 - 2016

Bachelor of Arts: (Geography Hons.)

University of Gour Banga - Malda

- 55.25%

2011 - 2013

Higher Secondary:

West Bengal Council of Higher Secondary Education

- 76%

Additional Information

COMPUTER SKILLS:

- MS OFFICE, Tally ERP-9

Research:

- Study on Financial Inclusion through SHG formation for Busines.
- Study on financial inclusion in labpur block in the district of birbhum

Languages

English, Hindi, Bengali

Declaration

I do hereby confirm that the information provided above is true to the best of myknowledge and shall be solely held responsible for them.

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