

JHUMA PODDER
2/22, Netaji Nagar
Regent Estate, Kolkata – 700 092
Mob. : 8697020835/9051746892



CAREER OBJECTIVE

To seek a job that will give me a platform to combine my creative ability and pragmatic approach towards a best and productive future and work with better opportunities & job satisfaction same with giving best and hard work..

OFFICE SKILLS

- ❖ Telephone & Front Desk Reception.
- ❖ Customer Service.
- ❖ Filing & Database & Records Management.
- ❖ Executive & Administrative Support, Reports & Spreadsheets.
- ❖ Complaint Handling & Data Entry

PROFESSIONAL EXPERIENCE

Teaching Experience:

- Teaching students at my own home from 2010 to present.
- Expert in History Bengali.

Barbie's Wellness Centre, Receptionist, May 2014 to July 2016

- Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
- Proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- Receive mail and deliver it to the appropriate person(s). Maintain filing systems. Monitor appropriate use of office supplies and oversee inventory

Ashok Laboratory, South Kolkata, Receptionist, April 2017 to Present.

- **Working as a Senior Transcriptionist : Typed X-RAY, ULTRASONOGRAPHY, ECHOCARDIOGRAPHY,**
Expertise in any types of special image and ultrasonography report typing.
- **Along with transcriptionist i do lots of extra work in front and back office like, Greeted patients when they arrived. Scheduled appointments in person and over the phone. Handled medical files (making notations, sorting, and filing).**

- Handled incoming and outgoing mail and email. Answered customer service calls. Resolved customer problems and concerns.
- Managed and redirected customer complaints.

PROFESSIONAL/TECHNICAL QUALIFICATION

- ❖ Basic in Computer Application.
- ❖ MS office
- ❖ Basic Internet Knowledge

ACADEMIC CREDENTIALS

Name Of The Institution	Degree/ Examination	Year of passing	University/ Board
Rabindra Bharati University	M.A (History)	2011	Rabindra Bharati University
Netaji Nagar College for Women	B.A	2007	Calcutta University
Netaji Nagar College for Women	Higher Secondary	2004	W.B.C.H.S.E
Netaji Nagar Balika Vidyalaya	Madhyamik	2002	W.B.B.S.E

PERSONAL DETAILS

-  Date Of Birth : 12th September, 1985
-  Father's Name : Late Narayan Chandra Podder
-  Mother's Name : Smt. Rina Podder
-  Phone No : 9051746892
-  E – Mail ID : jpoddar2011@gmail.com
-  Languages Known : Bengali ,English & Hindi.
-  Interests/Hobbies : Travelling, Music & Reading.

Place: Kolkata

Date:

(JHUMA PODDER)