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📍 Kolkata, India

Angana Debnath

Teacher

Dedicated and adaptable with more than 5 years of experience in various industries, including BPO, aviation, and back office and currently working as a Quality Analyst. Skilled in records management, customer service, and active listening, with a passion for nurturing young minds. Proven ability in handling inbound/outbound calls and emails and providing exceptional customer care. An enthusiastic and patient individual, I am eager to transition into a teaching role, leveraging my communication skills and receptivity to create a positive learning environment with cutting-edge educational technologies.

My background in social work, biology, and nutrition equips me to provide holistic support to students, while my experience in diverse professional settings has honed my adaptability and problem-solving abilities. As an entry-level teacher, I am eager to channel my passion for education into inspiring the next generation and foster quality education required for a child's development.

Employment History

Quality Analyst at Genpact India Pvt, Kolkata

FEBRUARY 2023 — PRESENT

- Analysing in user-generated content to identify areas of risk and potential improvement.
- Developing and implementing policies and procedures for content moderation to ensure compliance with industry standards.
- Training AI algorithms to accurately detect and flag prohibited content.
- Reviewing and improving quality trend.

Process Associate at Globiva Services Pvt. Ltd, Kolkata

AUGUST 2022 — FEBRUARY 2023

- Email Support
- Inbound Call Support
- Developing and documenting process standards, policies and procedures that improved quality and compliance.

Officer Security at Interglobe Aviation Ltd, Kolkata

MARCH 2022 — JULY 2022

- Ground Services
- Ensuring the security of passengers and cargo by following the established security protocols.
- Following aviation regulations, including airspace restrictions, weight and balance requirements.

Process Associate at Wowser Technologies Pvt. Ltd, Kolkata

AUGUST 2020 — FEBRUARY 2022

- Handling inbound and outbound calls.
- Identifying the needs of customers.
- Maintaining records of the conversations.
- Developed and maintained an internal database used to store and report on process performance metrics.
- Developed a reporting system that provides comprehensive, up-to-date insights into process performance and effectiveness.

Customer Care Executive at Arduously Info Solutions Pvt. Ltd, Kolkata

MAY 2019 — JULY 2020

- Handling outbound calls.
- Providing training to new joiners.
- Identifying the needs of customer.
- Developing and implementing customer service policies that improved customer service delivery.
- Collaborating with cross-functional teams to identify and resolve customer service issues.
- Creating a customer service knowledge base with up-to-date information on customer service policies.

Education

Bachelor of Education at R.N. Tagore B.Ed. College

Life Science

2023 - PRESENT

Bachelor of Science at Seth Anandram Jaipuria College, Kolkata

Food and Nutrition

2020

Higher Secondary at Deshabandhu Vidyalaya (Girls')

Physics, Chemistry, Biology

2016

Secondary at D.A.V. Public School

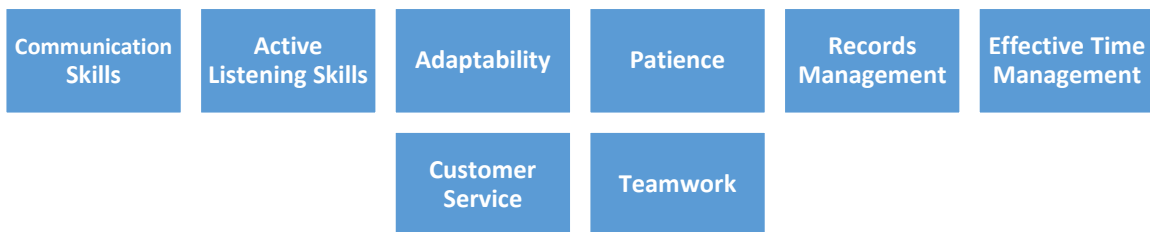
2013

Certificate Course

International Teaching Diploma at Asian College of Teachers

2023

Skills



Languages

- English
- Hindi
- Bengali

Hobbies

- Volunteering and community involvement