



ANURAG ROY

08/07/2002

Contact

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About Me

My name is **Anurag Roy**. I have completed my graduation in **Bachelor of Business Administration** from DIATM. I also have 1.5 years of work experience in the BPO sector, where I developed good communication skills and learned how to solve problems from different perspectives. I enjoy working in a team and always try to stay positive and focused on solutions.

Outside of work, I have a variety of hobbies that keep me active and creative. I love gaming, which helps me think strategically and stay sharp. Reading storybooks boosts my imagination and helps me understand different points of view. I also enjoy surfing the internet to stay updated and learn new things. Riding gives me a sense of freedom, and drawing allows me to express my thoughts and emotions in a creative way.

Skills

- Management Skills
- Creativity
- Smart Working
- Leadership
- Active Listener

Education

- Ballygunge Govt. High School
Percentage Obtained X- 56.42 %
2017- 2018
- Jadavpur Bagha Jatin High School
Percentage Obtained XII- 77.4%
2019- 2020
- Dinabandhu Andrews Institute of Technology and Management (Human Resource)
Percentage Obtained - 8.79 CGPA
2020 - 2023

Experience

- Customer Support Executive (Flipkart Process)
Tech Mahindra
2023- JULY2024
 - Consistently achieved performance targets while maintaining professionalism.
 - Gained in-depth knowledge of the process and responsibilities, leading to a promotion
- SME (Flipkart Process)
Tech Mahindra
JULY 2024 - PRESENT
 - Efficiently handle SME responsibilities, ensuring smooth operations and process adherence.
 - Provide support and guidance to team members to enhance performance and efficiency.

INTERSHIP

TCS ION INTERNSHIP

COMPANY NAME – TATA CONSULTANY SERVICES

& LANGUAGE

- ENGLISH - FUENT
- HINDI - PROFICIENT
- BENGALI - NATIVE