

SUBHAM THAKUR

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Summary

Results-driven professional with a solid background at Teleperformance, focusing on customer service excellence and relationship building. Skilled in resolving customer inquiries and improving satisfaction through clear communication. Technical expertise in HTML and CSS applied to create effective solutions. Dedicated to building trust and delivering results in every engagement.

Skills

- Customer service excellence
- Interpersonal relations
- Time management
- Telecommunication skills
- Email administration
- Microsoft Excel

Experience

- 06/2025 – 05/2026
Teleperformance
kolkata

Customer Support Associate
 - Resolved customer inquiries via phone and email to ensure satisfaction with solutions.
 - Assisted customers in product selection to enhance overall experience.
 - Conducted follow-ups to confirm effective resolution of customer concerns.
- 08/2024 - 03/2025
Aditya Birla Sun Life
Insurance
kolkata

Agency Partner
 - Identified customer needs to recommend suitable products effectively.
 - Presented product features and benefits to improve customer understanding.

Education

- 08/2025
Kolkata

B.COM (H) in Accountancy Honors
University of Calcutta
Bachelor of Commerce from University of Calcutta
 - Major in: Accountancy
- 07/2021
Kolkata

Higher Secondary in Commerce
Dum Dum Krishna Kumar Hindu Academy
WEST BENGAL BOARD OF HIGHER SECONDARY EDUCATION
 - Major in: Accountancy
- 05/2019
Kolkata

Secondary Education
Dum Dum Krishna Kumar Hindu Academy

Languages

Bengali: First Language

English:

C1

Advanced (C1)

Hindi:

B1

Intermediate (B1)

Websites, Portfolios, Profiles

- <https://github.com/Subham-thakur-coding>
- <https://www.linkedin.com/in/subham-thakur-58ba31231/>
- <https://subhamthakur.netlify.app/>
- https://www.instagram.com/its_thakurr_/

Certifications

- Fullstack Developer, Central Institute of Technology™ (CIT)
August, 2024
- The Fundamentals of Digital Marketing, Google Digital Garage
September 2021
- Time and Productivity Management Techniques, Upgrad
April 2024
- Modern Public Relations, Upgrad
April 2024

I hereby declare that the information shared in this resume is true and written in good faith based on my knowledge