

# SUBHAM THAKUR

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## Summary

Customer-focused professional with a strong background in customer service at Teleperformance. Skilled in resolving inquiries and enhancing satisfaction through clear communication. Proficient in HTML and CSS, providing technical solutions. Committed to building trust and delivering results.

## Skills

- Customer service excellence
- Interpersonal relations
- Time management
- Telecommunication skills
- Email administration
- Frontend development
- HTML and CSS proficiency
- WordPress solutions
- Bootstrap principles
- JavaScript expertise
- Node.js fundamentals
- Programming languages
- CSS grid layout
- Microsoft Excel

## Experience

● 06/2025 - Current Teleperformance kolkata	<b>Customer Support Associate</b> <ul style="list-style-type: none"><li>• Teleperformance: Resolved customer inquiries via phone and email, ensuring customer satisfaction, and improving communication efficiency.</li><li>• Managed incoming calls and returned voicemails, maintaining accurate communication records.</li></ul>
● 08/2023 - 11/2024 Aditya Birla Sun Life Insurance kolkata	<b>Agency Partner</b> <ul style="list-style-type: none"><li>• <b>Aditya Birla Sun Life Insurance:</b> Presented product features and benefits clearly to improve customer understanding and satisfaction.</li></ul>
● 11/2020 - 08/2023 Gurukul Institute kolkata	<b>Computer Teacher</b> <ul style="list-style-type: none"><li>• <b>Gurukul Institute:</b> Collaborated with parents to address performance concerns and develop improvement strategies.</li><li>• Created and implemented individualized lesson plans to accommodate diverse learning styles.</li></ul>

## Education

● 08/2025 Kolkata	<b>B.COM (H)</b> in Accountancy Honors University of Calcutta Bachelor of Commerce from University of Calcutta <ul style="list-style-type: none"><li>• Major in: Accountancy</li></ul>
● 03/2021 Kolkata	<b>Higher Secondary Education</b> in Commerce Dum Dum Krishna Kumar Hindu Academy <b>Higher Secondary Education:</b> Completed Higher Secondary Commerce with a focus on

## Languages

**Bengali:** First Language

**English:** C1

Advanced (C1)

**Japanese:** A2

Elementary (A2)

**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\\_/](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