



Mousumi Biswas

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Experience in corporate enterprise, with an MBA in International Business with diploma in Marketing. Focused on growth, empowering teams, and contributing to organizational success through optimized and structured processes.

MAY 2013-
PRESENT

SENIOR PROCESS SPECIALIST, MINOSHA INDIA LTD

Overseeing and managing team operations while ensuring seamless service, insurance, and contract management for PAN-India clientele. Monitoring adherence to CSAT and service call quality standards, swiftly resolving concerns to enhance customer satisfaction. Preparing and presenting monthly and annual team activity reports to management, providing insights into project growth and success. Delegating tasks and conducting training sessions to maximize team potential, while managing incident resolution for strategic project monitoring and continuous improvement. Handling presales and after-sales processes, including machine insurance coverage terms. Ensuring attendance adherence and reporting.

JUN 2009 -
OCT 2010

CUSTOMER SERVICE EXECUTIVE, IBM DAKSH INDIA PVT LTD

Canadian Retail Service Desk handling both inbound and outbound calls through CRM for the delivery and support teams. Ensured that quality monitoring was maintained, and service agreements were consistently met for key customers.

JUN 2007 -
AUG 2008

ASSOCIATE, WIPRO LTD

Presales and support process expertise – International inbound calling. Managed the Online POS transactions. Consistently recognized as a top performer and recipient of the sales award.

ACADEMICS

AUG 2021

MBA - INTERNATIONAL BUSINESS, ICFAI SIKKIM

With a diploma in Business Ethics, Corporate Governance, and Marketing Management. CGPA 6.3

MAR 2007

B.COM (H) - UNIVERSITY OF CALCUTTA

Majored in Business Management, Accountancy, and Business Regulatory Frameworks.

Active member of the Student Union and the Cultural Development Wing of the college.

SKILLS

- Team Handling and conflict management.
- ITIL overview training
- Strategic Thinking & Decision Making
- DBMS and Annual Reporting
- CRM, KPI and KRA Analysis
- Project management.
- Training and Development
- Conflict Management
- POS
- CANVA
- TALLY ERP