



MOUSUMI BISWAS

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

EXPERIENCE

MAY 2013-
PRESENT

SENIOR PROCESS SPECIALIST, MINDSHA INDIA LTD

Responsible for overseeing the Post Service Call Survey process for PAN-India clientele, ensuring adherence to CSAT and service call quality standards, and effectively resolving concerns. I monitor and report team activities on a monthly and annual basis to management, providing regular updates on the growth and success of the projects. Additionally, I delegate tasks and conduct training sessions to maximize team potential, while managing incident resolution for strategic project monitoring and continuous improvement. I am also part of the presales and after-sales service team. Attendance adherence reporting.

JUN 2009 -
OCT 2010

CUSTOMER SERVICE EXECUTIVE, IBM DAKSH INDIA PVT LTD

Worked in the Canadian Service Desk, handling both inbound and outbound calls, while overseeing the active 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 with payment gateway CRM handling skills. Account and bill management through payment CRMs. 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

- Excellent communication skills, both verbal and written
- Strategic Thinking & Decision Making
- DBMS and Annual Reporting
- CRM, KPI and KRA Analysis
- Project management.
- Training and Development
- Conflict Management