



Purbita Pal

Summary

Senior Associate at Google for Google My Business

Quality Specialist at Amazon for Maps, LMAQ

Work Experience

Senior Associate **09/ 2020 to Present**

Google Operations Center, Hyderabad

- Experience in G Suite products like Google My Business (GMB)
- Providing solution by troubleshooting issues faced by the clients while representing their business online through the GMB platform
- Strong customer service skills, including the ability to make decisions based on the best interest of the customers
- Analytical mindset, to recommend internal process improvements and to identify the info. required for appropriate troubleshooting
- Highly responsible and productive under time pressure and able to prioritize high volumes of work
- Excellent written and verbal communication skills

Quality Specialist **08/ 2018 to 09/ 2020**

Amazon, Hyderabad

- Acting as SPoC between manager & team members, and did so without resulting in any kind of escalations; preparing shift plans, managing the headcount on the floor on business-critical days, managing leaves to ensure adequate staffing, accounting OT & night shift allowance for a team of 50+ auditors
- Provide feedback on process improvement, identify problem areas, tech. solutions, automation possibilities and standardization of processes across all quality audit teams
- Execution of complex queries in SQL
- Resolving SLA bound trouble tickets for Last Mile Quality & Analytics

Education

Bachelor of Sc.: Computer Application | The Heritage Academy, Kolkata
Session: 2015-2018 | Score: 8.5 CGPA

Higher Secondary Examination (WBCHSE) | The BSS School, Kolkata
Session: 2014

Secondary Examination (WBBSE) | Bidya Bharati Girls High School
Session: 2012

Contact Information

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Certifications

- ICA Institute: Personality Development Program
- Ardent Computech: Java 8
- Ardent Computech: Android Workshop
- Programming Languages: Python, R, Java, SQL

Languages

- English – Speak, Read, Write
- Bengali – Speak, Read, Write
- Hindi – Speak, Read, Write

Skills

- Auditing, Coaching & Training of newly hired employee
- Team management
- Strong decision maker
- Excellent Communication
- Service-focused