



## CAREER OBJECTIVE

Seeking a position that allows me to apply my strong analytical and "problem-solving" skills, along with my passion for continuous learning, to make a positive impact and contribute to the overall goals of the organization.

## CONTACT

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## HOBBIES

Music  
Travelling

## RISHITA MAITY

### EDUCATION

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**SMIT-Saroj Mohan Institute of Technology (Under MAKAUT)**

**B. Tech in Electronics Communication Engineering**  
CGPA - 7.79

### WORK EXPERIENCE

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**January 2021-July 2023**

**Present Organization:** Kahan Technology (portfolio company of Times Group)

**Company Profile:** Campus Technology provides competitive software solutions and data analysis for Government accreditation programs for different colleges and universities across India.

**MBA-** Pursuing (Online Mode)

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### KEY RESPONSIBILITIES:

- Client communication: -Communicate with clients and collect the data from the client and upload in the Company Portal or Gov NAAC Portal.
  - Data verification and uploading: -Verification the client data Upload the data as per requirement.
  - Software testing rectification of bugs.
  - Responsible for offering software services and support to different institutional organizations.
  - Handle the team as a team lead with 7-10 Members. Gave them training and monitored their tasks.
  - Gave the training about the software portal and Naac Portal
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### SKILL

- MS Office (Excel/Word/Power point)
  - Manual Testing
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### WORKING SKILLS

- Providing e-mail support to clients and documenting problems that clients are facing with the software & reporting it to the concerned department.
- Replying to maximum number of support tickets within a stipulated time.
- Ability to understand the customer's problem and solve them.
- Training the new employees in the tech support division.
- Data analysis using different tools and providing analysis Report for work plan, Maintaining the data of all faculties (university or college)
- Software sales to the university and colleges.