

Aranya Chanda

Advisor in BT Group with a passion for team management | Ex-Amazonian | Ex-TCS

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Versatile and people-focused Business Process Advisor and Technical Support Specialist with a robust background in B2B telecommunications, utility operations, and e-commerce. Currently managing high-tier technical diagnostics and business continuity for BT Group's SMB clientele, specializing in UCaaS, VoIP infrastructure, and strategic account growth.

A proven leader with a track record of driving operational excellence, including scaling Amazon North America's retail division from a pilot team to over 2,500 associates. Expert in stakeholder management, consultative sales, and resource optimization, with a passion for cultivating high-performance team environments and driving digital transformation.

Work Experience

Technical Support Specialist (Repairs Team)

BT Group-Kolkata, West Bengal

Full-time

2 months notice period

January 2026 to Present • Full-time

Dedicated to ensuring seamless business continuity for Small and Medium Businesses (SMBs) across the UK. I manage the end-to-end technical lifecycle for BT's business clientele, providing expert diagnostics for mission-critical connectivity and communication infrastructure while driving revenue through strategic account growth and hardware upgrades.

Key Responsibilities:

- **Business Continuity Management:** Provide high-tier technical diagnostics for SMB-grade Broadband, PSTN, and Cloud Voice lines, ensuring minimal downtime for business operations.
- **Unified Communications (UCaaS):** Troubleshoot and optimize Cloud Voice solutions and Microsoft 365 ecosystems to support remote and hybrid business workflows.
- **B2B Consultative Selling:** Act as a trusted advisor to SMB owners by upselling essential business tools, including Broadband renewals, ATA devices, and high-performance Cisco/Yealink handsets.
- **Technical Escalation & Field Coordination:** Conduct deep-dive fault analysis to determine the necessity of On-site Engineer Appointments, managing the logistics of hardware deployment and physical repairs.
- **Account Retention:** Proactively identify opportunities for service upgrades and contract renewals, bridging the gap between technical support and business development.

Skills Demonstrated:

- **B2B Technical Support:** SMB Infrastructure, VoIP, and Connectivity.
- **Solution Architecting (SaaS):** Microsoft 365 and BT Enterprise Software.
- **Revenue Generation:** Consultative Sales, Upselling, and Retention.
- **Enterprise Hardware:** Cisco, Yealink, and ATA device configuration.
- **Professional Stakeholder Management:** Communication with business owners and IT decision-makers.

Industry Expertise:

- **B2B Telecommunications & ISP Operations**
- **SMB Digital Transformation**
- **Unified Communications & VoIP (UCaaS)**
- **Technical Sales & Client Relationship Management**

Business Process Advisor

Tata Consultancy Services (TCS)-Kolkata, West Bengal

Full-time

July 2024 to December 2025 • Full-time

Handled inbound customer interactions in the Utility Domain project, assisting electricity and gas consumers with billing, metering, and account-related concerns. Acted as a key liaison between customers and internal teams to ensure accurate billing, resolve discrepancies, and maintain compliance with industry standards.

Key Responsibilities:

- Addressed customer queries related to billing and consumption through inbound calls and follow-up communication.
- Analyzed customer accounts after interactions to identify billing errors, discrepancies, and meter-related issues.
- Investigated unusual consumption patterns and coordinated necessary billing corrections.
- Ensured all customer resolutions complied with company policies and regulatory guidelines.
- Collaborated with internal departments and technical teams to resolve complex billing or device concerns.
- Supported meter installations, maintenance coordination, and optimization of hardware resources.
- Contributed to improving billing accuracy and service efficiency by identifying and suggesting process enhancements.

Skills Demonstrated:

- Customer service and communication
- Problem-solving and conflict resolution
- Data analysis and interpretation
- Stakeholder coordination and teamwork
- Process improvement and documentation
- Regulatory compliance (Utility Domain)

Industry Expertise:

- Utility Domain - Electricity and Gas
- Billing and Revenue Management
- Metering and Hardware Resource Optimization

Subject Matter Expert (SME)

Amazon Development Centre Private Limited-Kolkata, West Bengal

Full-time

September 2022 to July 2024 • Full-time

Served as a Customer Service Associate and later promoted to Subject Matter Expert (SME) for Amazon North America's Retail operations. Played a foundational role in the launch of the North America Retail team within the CCU Division, contributing to its growth from a 12-member pilot to a full-scale department of over 2500 people. Demonstrated a deep passion for team development, leadership, and creating an engaging work environment.

Key Responsibilities:

- Delivered high-quality customer support for North America-based customers, ensuring timely and effective resolution of issues
- Contributed to building standard operating procedures and team workflows during the launch of a new division
- Mentored and supported over 200 associates across multiple teams to achieve performance excellence
- Conducted skill-building sessions, training, and on-the-floor guidance to new and tenured team members
- Fostered a culture of ownership, motivation, and positivity within the department

- Acted as a liaison between operations and leadership to streamline communication and feedback loops

Skills Demonstrated:

- Customer service excellence and communication
- People management and leadership
- Mentorship, coaching, and team engagement
- Departmental scaling and process setup
- Conflict resolution and support escalation handling
- Cross-functional collaboration

Industry Expertise:

- E-commerce (Retail Customer Service)
- Team Leadership and Development
- Customer Experience Management
- New Process Launch and Scaling

Education

Journalism and Mass Communication (Bachelor's degree)

University of Calcutta-Kolkata, West Bengal

August 2019 to August 2022

Skills / IT Skills

- Analysis skills
- Organisational skills
- Maintenance
- Production planning
- Project management
- Call center
- Communication skills
- Microsoft Office
- Quality assurance
- Customer service
- Leadership
- Administrative experience