


# ROMILA PAUL

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## Career Objective

Seeking a Frontend Developer position in a reputed organization where I can develop my skills while contributing to the organization's success and growth.

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## Personal Projects

- **Project Name:** Positivus

**Project Url:** <https://romilapaul.github.io/Positivus/>

**Project Description:** This is a digital marketing agency website.

- **Project Name:** Nexcent

**Project Url:** <https://romilapaul.github.io/Nexcent/>

**Project Description:** this is a webinar or workshop registration website, specifically targeting photographers.

- **Project Name:** Restaurant

**Project Url:** <https://romilapaul.github.io/Restaurant/>

**Project Description:** This is a website of a restaurant to book table or to see the menu.

- **Project Name:** IPDC Finance

**Project Url:** <https://romilapaul.github.io/IPDC-Finance/>

**Project Description:** This is a financial service website.

- **Project Name:** Carpoint

**Project Url:** <https://romilapaul.github.io/Carpoint/>

**Project Description:** A platform to easily find, book, and rent cars anytime, anywhere.

- **Project Name:** Verospace

**Project Url:** <https://romilapaul.github.io/Verospace/>

**Project Description:** A platform to buy or rent house, villa or apartment.

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## **Professional Experience**

### **Tata Consultancy Services (TCS)**

*Information Analyst*

**Jan 2023 – Nov 2024**

#### ***Insurance Claim Specialist***

- Processed claim documents with accuracy and compliance.
- Communicated with clients to gather documentation and resolve claim issues.
- Achieved 97–99% accuracy in claims processing, improving customer satisfaction.

#### ***Backup Quality Analyst***

- Analyzed insurance claims processes and identified improvement areas.
- Trained new team members on quality standards.

#### ***Personal Lines Insurance Specialist***

- Managed endorsements and cancellations for personal lines insurance policies.
  - Assisted policyholders with policy modifications.
  - Maintained direct communication with client's customers.
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## **Education**

**B.Sc. (H)** – Asutosh College, 2022

88% marks.

**Higher Secondary (Science)** – Bidhannagar Govt. High School, 2019

82% marks.

**Secondary Education** – Begum Rokeya Smriti Balika Vidyalaya, 2017

90% marks.

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## Key Skills

- Proficient in HTML, CSS, and JavaScript
  - Familiar with Figma, VS Code, and Git
  - Excellent Communication Skills
  - Interpersonal and Interactive Nature
  - Objection Handling
  - Customer Service
  - Honest and Loyal Towards Work
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## Achievements

- LIC Student of the Year for academic performance in 10th standard (2016).
  - Best Employee of the Month.
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## Personal Details

**Gender:** Female

**Date of Birth:** 17.09.2000

**Languages Known:** English, Bengali, Hindi

**Interests:** Reading Books (Fiction & Non-Fiction), Listening to Music, Travelling

**Nationality:** Indian

**Guardian's Name:** Archana Paul

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## Declaration

I hereby declare that the above information is true to the best of my knowledge.

Date:

Place: Kolkata

Signature