

Tanisha Basu

201 Indiana Ave, Apt- 306A
Lubbock, TX, 79415
(806) 252-9538
tanisha.basu@ttu.edu

EDUCATION

Expected graduation Aug
2020

Texas Tech University Lubbock, TX

B.S. Nutrition science Candidate

- **Extracurricular Activity:** Member/ Co-captain of the Bollywood Dance Team of Texas Tech University, 2013-2017, Social Service Captain in High School, Student Government Member in High School

WORK EXPERIENCE

Present
May 2019

Student Success and Retention, Texas Tech University, Lubbock

Peer Success Coach

- Conduct Student outreach and coaching.
- Maintain student administrative records.
- Document calls, emails and other student interactions.

Jul 2017
Aug 2013

Texas Tech University Hospitality Services, Lubbock, TX

Student Assistant

- Clean and sanitize work areas, equipment, utensils, dishes, or silverware.
- Prepare a variety of foods, such as meats, vegetables, desserts, according to customers' orders or supervisors' instructions, following approved procedures.
- Operate cash register, handle money, and give correct change.

Apr 2015
Oct 2014

Amazon, Lubbock, TX

Virtual Contact Centre - Intern

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.

Institute of Psychological and Educational Research, Kolkata, West Bengal

Volunteer Teacher

May 2013
Jan 2011

- Tutored underprivileged children.
- Organized cultural and educational events with children of little means.

Lions Club of Kolkata, Kolkata, West Bengal

Volunteer

Apr 2013
May 2012

- Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care.
- Work in child and adolescent residential institutions.
- Administer welfare programs.

ADDITIONAL SKILLS

- Proficient in English, Hindi and Bengali
- Knowledgeable in Mac Systems
- Adept in Office Suite
- Team leadership
- Persuasive Speaker
- Strong Client Relations
- Value for Work Ethics

CREDENTIALS AND LICENSES

- Food Handler's and Manager's Certification