Swapna Mitra

**B.B.A (Finance & Marketing)**

**E-mail: -** [swapnamitra01@gmail.com](mailto:swapnamitra01@gmail.com)

**Mobile: -** +91-7797706699\ +91-8250200546

**Experience**

**(1) One and Half Year Experience in Svatantra Microfin Pvt. Ltd.**

**JOB NAME: - Branch Operation Manager**

**JOB PROFILE: -**

1. Effectively manage branch operations.
2. Review and process loan application from.
3. KYC documents Scrutiny of borrower.
4. Log-in and approved new business proposal in portal for final disbursement.
5. Reconciliation of cash collected by sales team and deposit the same in bank. And complete EOD process in time.
6. Prepare MIS report on daily basis as well as monthly for branch and cluster.
7. Handling of petty cash.
8. Maintain all files and registers.
9. Stock entry and distribution of office stationery to branch office as well as cluster.
10. Vendor management.

**ANNUAL CTC: 1.96 LAKH**

**PERIOD: January 2019 – June 2020**

**INCREMENTED CTC: 2.12 LAKH**

**ACHIEVMENTS:**

1. Promoted to Cluster Operations Manager within 6 months.
2. Received **“Exceeds Expectations”** rating during the Mid-Year Appraisal & Compensation for FY. 19-20
3. Received **“Exceeds Expectations”** rating during the Performance Review FY. 2019-20.
4. Achieved Best Performer in Region.

**(2) One and Half Year Experience in The Muthoot Group**

**JOB NAME: - Customer Care Executive**

**JOB PROFILE: -**

1. Conversation of branch footfalls into sales.
2. Interaction with new client over phone.
3. Organizing different unique activities in branch to generate new sales
4. Maintaining a very good relation with past client for new business references.
5. Generation of call report at day end

**ANNUAL CTC: 1.2 LAKH**

**PERIOD: June 2017-December 2018**

**ACHIEVMENTS:**

1. Received **32%** increment on annual CTC within 9 months for achieved Goal Sheet target

**Educational Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | Board of Examination | Passing Year | Marks |
| Graduation (B. B. A) | West Bengal University of Technology | 2016 | 70% |
| Higher Secondary | West Bengal Council of Higher Secondary Examination | 2012 | 45% |
| Secondary | West Bengal Board of Secondary Examination | 2010 | 60% |

**ProfessionalSkills**

* Advance Excel (Logical Function, Data Validation, Pivot Tables, Lookup Functions)
* Good communication and presentation skills.
* A dynamic and self-motivated person determined to work in any sector.
* Computer Fundamentals, MS Office, Internet and Soft Skills.

**Personal-Skills**

* My ability to persuade a person, ability to work in a group, ability to lead a team,
* Ability to understand ad grasp things quickly and efficiently.
* Ability to perform meticulously and deliver timely
* Highly adaptable to situation.

**Personal Details**

**Father’ s Name :** Mr. Samir Kumar Mitra

**Date of birth :** 10th January 1995

**Gender :** Female

**Marital Status :** Single

**Hobbies :** Listening Music, Interaction with people.

**Language Known :** English, Hindi, Bengali

**Permanent Address**

**Name :** Swapna Mitra

**C/0 :** Mr. Samir Kumar Mitra

**Village :** Raghunathpur Madhupally

**Post Office :** Kamalpur

**Police Station :** Durgapur

**District :** PaschimBardhaman

**Pin No :** 713204

**State :** West Bengal

**Declaration**

I hereby declare that all the information furnished above are true to the best of my knowledge and belief.

**Place:** Durgapur

**Date:** Swapna Mitra