|  |  |
| --- | --- |
| RESUMENABHONEIL GHOSH F:\P_20160111_130220_1_p_1_1.jpg | Phone: +91 9836610832 Email: [nabhoneilg@gmail.com](mailto:nabhoneilg@gmail.com) |

**OBJECTIVE**

To be a part of a progressive & excellent organization offering opportunities in career advancement and professional growth and also will provide an opportunity for myself to gain sufficient knowledge. Confident to take any sort of professional responsibilities under any circumstances. Equipped with good written, communication and computer skills. Keen to utilize knowledge and wants to devote entirely for the organization.

###### WORK STATUS

###### CURRENT STATUS

* **Institute Name: Poddar Infotech**
* **Designation: Administrator & Technical Trainer**
* **IT Trainer from January 2014 till February 2015**
* **Area of training was Sql and DBMS**
* **Academic Administrator from February 2015 till December 2017**
* **Main Area of expertise was being in-charge of and organizing all the educational activities**
* **Organizing routines, study materials, tests & quizzes, exams(mock oral, practical & written) semester based and also conducting live projects with final year students**
* **Years: January 2014 – December 2017**
* **Place: Kolkata, West Bengal**
* **Freelancer Content Writer**
* **Part time home based Content Writer**

* **Years: March 2018 - November 2018**
* **Company Name: Tech Mahindra LTD**
* **Designation: Customer Support Associate**

* **Process Name: Vodafone WCOM Appellate**
* **Email Process & Outbound Voice process**
* **Appellate desk, highest escalation department of Vodafone Telecom Service for customer support**
* **Providing real time solutions to customer within a given TAT(regulatory TAT – 24 hrs)**
* **Making conversations with customer first hand, understanding customer issues, sympathizing with them and**
* **working on a compact approach for each different problems by devising strategies with the various departments( Prepaid & Postpaid) to come up with solutions for the customers**
* **Following Company regulations and necessary SOP & SOG for handling each cases accordingly**
* **Years: March 2019 – July 2019**
* **Place: DLF-2, Kolkata, West Bengal**
* **Company Name: Rangdhanu Construction India Pvt. Ltd.**
* **Designation: Finance Support Associate**
* **Years: December 2019 - Present**
* **Place: Kolkata, West Bengal**
* **Company Name: EDUCBA (Corporate Bridge Consultancy Pvt. Ltd.)**
* **Designation: Freelance Subtitle Writer**
* **Years: January 2020 - Present**

**.**

**ACADEMIC QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination** | **Institution/**  **College** | **Board of   Education/**  **University** | **Duration** | **Percentage**  **( %)** |
| BCA | IIPM, Kolkata | Manonmaniam  Sundaranar  University,  Tamil Nadu | 2010-13 | 70.29 |
| XII Grade | Sudhir  Memorial  Institute | C.B.S.E | 2009-10 | 56 |
| X Grade | Julien Day  School | I.C.S.E | 2008 | 78 |

**PERSONAL DETAILS**

**Declaration**

* NAME: NABHONEIL GHOSH
* DATE OF BIRTH : 20/08/1991
* FATHER’S NAME: KUNAL GHOSH
* SEX: MALE
* NATIONALITY: INDIAN
* RELIGION: HINDUISM
* MARITAL STATUS: UNMARRIED
* BLOOD GROUP: A +
* LANGUAGES KNOWN: ENGLISH, BENGALI AND HINDI
* PERMANENT ADDRESS: SATYAM APARTMENT, FLAT NO.- D-4, 4TH FLOOR,

380/14, JESSORE ROAD (SOUTH), EAST BANKIM PALLY,

P.O. MADHYAMGRAM.

PIN – 700129

CITY – KOLKATA.

STATE – WEST BENGAL.

* MOB: +91- 9836610832
* EMAIL-ID: [nabhoneilg@gmail.com](mailto:nabhoneilg@gmail.com).

**PERSONAL SKILLS**

* Punctual & well presented.
* Good listener& capable follower.
* Co-operative & is capable for being a team worker.
* Attentive to details & adaptive.
* Capable & well-versed for a competitive environment.
* Composed nature for a stressful & pressured situation.
* Ability to handle confidential information’s.

**DECLARATION**

I do hereby declare that all the statements given above are true to the best of my knowledge and belief.

Date: 15/12/2020

Place: Kolkata. NABHONEIL GHOSH