**Email Id :- dips4piku@gmail.com**

**Mobile No :- +91-9083274797 / 7001697193**

**DIPANKAR BANERJEE**

**JOB OBJECTIVE**

Seeking challenging job assignments to utilize my skills and abilities in a business sector as an effective Management Professional that offers me ample opportunities for professional growth and personal development, at the same time I would be able to explore my abilities and hence contribute to the best of myself.

PROFESSIONAL OVERVIEW

A dynamic professional with close to 14 years + rich experience in Business Development, Distribution, Marketing, Product Promotion in diverse industries in well known organizations. Highly motivated Logistics Coordinator adaptable to evolving logistics technology to facilitate the shipping process. Proficient in customer support and efficient problem solving. Centered on meeting client expectations while retaining quality standards to ensure timely delivers.

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* **Company:- UBER EATS**

**Designation :- Delivery partner (May 2018 to Present)**

**Industry :- Online Food Ordering**

* **Company:- Alloy Steel Plant**

**Designation :- Skilled Technician & Logistics Coordinator (December 2010- February 2018) Industry :- Manufacturing & Production**

**Reported Person’s: - DGM**

***Principal Responsibilities***

* Prepare various packages for shipment.
* Provided updated shipment information via email and mobile device.
* Assisted customers with the preparation of shipping documentation.
* Confirmed that packages met federal shipping guidelines.
* Assisted customers in tracking missing or delayed packages.
* Ensured that quality control guidelines were enforced.
* Assisted with billing issues prepared invoices and processed payments.
* Prepare all required shipping documents.

* **Company:- Tata Business Support Services**

**Designation: - Senior Customer Care Executive (2 years)**

**Industry:- Telecom**

**Reported Person’s: - Team Leader**

***Principal Responsibilities***

* Worked for sales & marketing, Inbound & Outbound Virgin Mobile India Prepaid and Postpaid process
* Provide necessary support to customer
* Selling CDMA Handset along with Virgin Mobile connections
* Making customer’s aware about the Handset Features and troubleshooting
* Selling VAS related products & Raising service requests
* Maintaining the quality & communication parameter set by the organization with customer satisfaction
* **Company:- HTMT Global Solution**

**Designation: - Senior Customer Care Executive (1 year & 6 months)**

**Industry :- Telecom**

**Reported Person’s: - Team Leader**

***Principal Responsibilities***

* Worked for Inbound AIRTEL Prepaid process
* Make Customers in Bihar and Jharkhand aware about the services that can be provided and availed
* Providing assistance to customers raising service requests and queries
* Selling VAS related products
* Maintaining quality & communication parameter set by the organization with 100% customer satisfaction
* **Company:- J.B.Chemicals & Pharmaceuticals Pvt Ltd.**

**Designation: - Medical Representative (2 years)**

**Industry :- Pharmaceuticals**

**Reported Person’s: - Sales Manager**

***Principal Responsibilities***

* Organizing appointments and meetings with community and hospital based health care staff
* Demonstrating or presenting products to healthcare staff including doctors and pharmacists
* Identifying and establishing new business
* Meeting both the business and scientific needs of healthcare professionals
* Reviewing sales performance
* Writing reports and other literature

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|  |  |  |
| --- | --- | --- |
| Examination | University / School | Year |
| **EMBA(Finance, Marketing)** | **National Institute of Business Management** | **2009** |
| **B.com** | **Burdwan University** | **2006** |
| **W.B.C.H.S.E** | **Bidhan Chandra Institution** | **2003** |
| **I.C.S.E** | **Delhi University** | **2001** |

**Technical Proficiency**

Material management system (MMS)

Computer System Works (CSW)

Microsoft Office (Word, Excel, Power Point)

Proficient knowledge of Computer & Internet Applications

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#### PERSONAL VITAE

Father’s Name : Sri Bishnu Pada Banerjee

Date of Birth : September 21st, 1984

Sex : Male.

Marital Status : Married.

Linguistic abilities : English, Hindi, Bengali.

Hobbies : Surfing internet, Travelling, Watching Movies

Present address : Santosh Nagar, Gopalpatanam, Visakhapatanam

Declaration

I do here by declare that the information furnished above is true to the best of my knowledge and belief.

Date: - ………………………………………

Place: - **Dipankar Banerjee**