AKASH BHATTACHARJEE

Mobile: **+91 -9967619334** **E-mail: iamakashbhattacharjee@gmail.com**

**Introduction:** Digital marketing professional with nine years of experience in reputed organizations. Demonstrate excellent skills in key account management, business development, planning, strategy building, contract negotiation and customer service.

**Carrier History Genpact India Private Limited Management Trainee** Feb2020-March2021

* Analyse the performance of my teams and provide constructive feedback to Team Leads on a consistent basis
* Dive deep into the performance numbers, perform gap analysis and take data-driven actions to increase the quality and the reactivity of our community service.
* Dive deep into the numbers and make data-driven decisions and process improvements
* Be in charge of leading development and improvement projects for Community Support.
* Proactively lead, motivate, and develop high performing teams within a time-sensitive and exciting environment to deliver on operational KPIs
* Define, create, improve, and automate reporting methods
* Provides assistance for conferences, including registration, customer service, bookings, and updating electronic tracking system
* Assists in developing and coordinates the implementation policies and procedures.

**Digital Marketing Analyst Accenture Solutions Pvt Ltd** March 2016 Aug2019

* Gather, analyze and utilize relevant data and escalation trends to develop improvements to the overall escalation processes and procedures
* Track and analyze escalation performance metrics
* Track and analyze escalation performance metrics and SLAs
* Remain up to date on key workflow changes, operational guidelines, policy updates and Community Standards
* Track and analyze escalation performance metrics and SLA
* Take action on reported content, and remain up to date on key workflow changes, policy updates and operational guidelines
* Be empathetic, sharp and analytical as one works closely with the Legal, and Government bodies across the world

**Quality Specialist Hinduja Global Solutions Pvt Ltd**  Dec 2013 to June 2015

* Develop compelling presentations, data dashboards, and reports that help managers understand their teams' Quality performance
* Developing compelling presentations, data dashboards, and reports that help teams leads and managers understand their teams' Quality performance
* Working closely with Quality Leads/Managers to aggregate, prioritize, and report out on impact of the top quality issues affecting the teams in that location
* Developing and delivering training for Quality auditors in the use of Quality tools, systems, and dashboards
* Partnering with support teams to help them perform quantitative and qualitative analysis of their team's top support quality issues
* Creates documentation and training materials detailing the function of Community Operations’ Quality tools
* You are productive even when multitasking and working without structure

**Desktop support Analyst Wipro** Nov 2011 July 2013

* Installing MS-Office [2007, 2010, 2013,] & working knowledge O365
* Good knowledge in System/Server maintenance activities.
* Addressing user tickets regarding hardware, software and networking.
* Troubleshoot issues in support of production web hosting systems within SLA/escalation guidelines.
* Expertise in servicing Laptop: replacing RAM, HDD, Processor, DVD/CD drives, Motherboard & Display.
* Creation and management of domain and user account as well as assign access rights and permission to internet facility.
* Microsoft outlook configure, back up, troubleshooting.
* Maintenance of computer hardware systems.
* Manage all the inventory of PCs..

**Qualifications**

* Graduation in 2011 (B.C.A.) from Sikkim Manipal University.

**Language Known**

English, Hindi, Assamese, Bengali

**Professional training & skills**

* Good knowledge in Microsoft office
* Good knowledge in tableau
* PHP, HTML

**Interests**

* Learning new topic in Wikipedia
* I am always eager to learn new things, so that I can improvise my skills.

**Personal Profile**

* Permanent Address: Raskhola Para Khardah, North 24 Pgs Kolkata -700117
* Date of Birth: 2nd March 1986
* Marital Status: Married
* Language Known: English, Hindi, Bengali, Assamese .
* Nationality: Indian
* Preferred Locations: Anywhere.

Date: Signature Place: