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###### Manik Acharya

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**E-mail:- manik199@gmail.com/ manik198@yahoo.co.in**

Address**:** Beledanga, Jote-Shibrampur, Maheshtala, Pin-700141 (Near Behala Chowrasta)**.**

*SKILL SETS*:-

**9 years experience in Business operation and development. Fluency in english.**

## Analytical mind. I have leadership skill, team handling ability. I also have **two years experience in non-voice bpo**.

*KEY STRENGTH*:-

Business development, Exploring and managing Business in cost effective way.

COMPUER KNOWLEDGE:-

Computer knowledge - Knowledge in Word, Excel, Internet etc.

Have average 30 wpm computer typing speed.

KEY ACHIEVEMENT:-

I have taken up proactive role of implementing home delivery mechanism.

CAREER OBJECTIVE:-

I am looking for job in Sales and marketing, Admin / Support executive etc.

PERSONAL DETAILS:-

Father’s Name - Late Pran gopal acharya.

Date of Birth - January 06,1975.

*ACADEMIC QUALIFICATION*:-

B.Sc (10+2+2) in 1995 with 51% marks from Asutosh College (Geo, Eco, Pol.Sc.).

Passed H.S (10+2) in 1993 with 50% marks from Behala High School (Geo, Eco, Pol.Sc.).

Passed Madhyamik in 1991 with 53% marks from Behala Parnasree Bidyamandir.

*EMPLOYMENT DETAILS*:-

* Working as a ‘**Senior business operation cum customer relationship executive**’

(from May, 2011 - till now) in ‘**Shibrampur blue print**’ (Medicine shop) for more than nine

years with salary of 16,000/-per month (Gross).

Responsibilities:- Business operation, Sales, Order processing, Handling home delivery

mechanism, Customer acquisition, Retention, Handling escalation, Handling payment

issues and co-ordination with distributors and customers to ensure complete customer

satisfaction.

* **Video Analyzer** (**Non-voice Bpo**) at ‘**Stoplift Infotech pvt. Ltd**’( May,2009 - May, 2011) for **two years.**

Responsibilities:-Job involved checking out invoice report & full transaction process of different stores (wallmart, tesco etc.), reporting to overseas clients with high level of accuracy. Occasional team handling with independent charge.

INTERESTS & HOBBIES:-

Have interest in Public policy, Economy, Technology and Travelling etc. Collection

of handicrafts and folk songs of unknown singer.

LANGUAGES:-

# Can read, write and speak in Bengali and English, working knowledge in Hindi.

*SOCIAL CONNECT*:-

I love socializing, meeting people, participating in different social activities like organizing

blood donation camp, cultural events for children etc.

*MARITAL STATUS*:-

# Unmarried.

**Date:** 20/03/2021Yours,

**Place:** Kolkata Manik Acharya