

# Sarbartha Das Sharma

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## Profile Summary

B.Tech with MBA in Business Analytics, currently working as an Operations Manager with Shipkiya.. I have excellent Managerial skills and operational management skills, I am experienced in Sales & Business development , team handling, operational management. Process management, SLA Management, Customer escalations handling, and have good exposure and knowledge about Ecommerce, ITES, Logistics & Banking industry.

## Employment History

### Shipkiya

Operations Manager

Kolkata, West Bengal

December 2019 - Present

### Responsibilities:

- Handel end to end business operations on daily basis.
- Handel a team of 15+ members to meet service SLA on a daily basis.
- Allocations of tasks and managing them.
- Real time situation handling on various occasions.
- Workflow management & shrinkage management.
- Generation of weekly reports and evaluating them.
- Extend professional customer service to achieve a high level of customer satisfaction by efficiently handling client escalations.
- Business Development and Management.

### IndusInd Bank Limited

Business Development Manager

Kolkata, West Bengal

April 2018 – December 2019

### Responsibilities:

- Achieve the sales target (CA/SA/Other Banking Products) set in terms of NTB, Value & product mix.
- Achieve the budgeted cross sell targets across the products lines.
- Extend professional customer service to achieve a high level of customer satisfaction.
- Actively participating in events and promotional activities.
- Meeting up monthly sales targets (liability sales) & maintenance of sales report.

### Axis Securities Limited

Regional Sales Coordinator (Small Business Banking)

Kolkata, West Bengal

September 2018 - Present

### Responsibilities:

- Coordinating with the Sales Executives of entire region to push sales figure and achieve target of various Business loan products.
- Coordinate with all the ASMs and SMs of east region for sales figures and data.
- Prepare dashboards and charts based of different sales figure using Advanced Excel and Power point .
- Publish daily different MIS and performance charts for employees.

## **Amazon Development Center**

Transaction Risk Investigator

Bengaluru, Karnataka

September 2017- August 2018

### **Responsibilities:**

- To thoroughly investigate and identify abusive and fraud customers and separate them from genuine customers to safeguard the interests of both Amazon and customers.
- To reduce the amount of unnecessary concession given to fraudulent customers who are trying to abuse Amazon's customer centric policy.

## **Education Details**

- **Indian Institute of Social Welfare and Business Management**  
PGDM in Business Analytics  
Kolkata, West Bengal  
Graduated 2019  
Achieved 77.5%
- **Gurunanak Institute of Technology**  
B.Tech in Electrical Engineering  
Kolkata, West Bengal  
Graduated July 2017  
Achieved CGPA of 7.3
- **D.B.M.S English School**  
ISC(12th)  
Jamshedpur, Jharkhand  
Graduated May 2013  
Achieved 82%
- **D.B.M.S English School**  
ICSE(10th)  
Jamshedpur, Jharkhand  
Graduated May 2011  
Achieved 91%

## **Professional Skills**

- Operations Management
- Workflow and Task Management
- Managerial skills and leadership qualities
- Communication and Interpersonal skills.
- Real time situation handling and quick effective decision making
- Customer & Client handling, Escalation management
- Business Development

## **Personal Details**

- Father's Name : Siddhartha Das Sharma
- Date of Birth : 26th June 1995
- Nationality : Indian
- Religion : Hindu
- Marital Status : Unmarried
- Languages Known : English, Bengali, Hindi

## **Declaration**

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

**Place:**

**Date:**

**Signature:**

(Sarbartha Das Sharma)