# CURRICULUM VITAE

# 

# Sarbani Mazumdar

Ramphal Chowk,

Dwarka Sectore-7, New Delhi - 110075

Contact no: - +91 7291944815

E-Mail:- msarbani460@gmail.com

## Career Objective

To obtain challenging position in an organization where I enhance my skills and strengths in conjunction with the organization’s goals and objectives and work to the fullest of my potential.

## PROFESSIONAL EXPERIENCE

**Organization : Virtual Employee Pvt. Ltd.**

**Designation : Front Office Executive**

**Work Experience : September 2018 – May 2020**

**Place : NSEZ, Noida Phase II, Noida**

**Job Profile:**

* Meeting and greeting clients & employees.
* Co-ordinating for interviews.
* Arranging couriers.
* Keeping the reception area tidy.
* Answering the forwarding phone calls.
* Screening phone calls.
* Sorting and distributing post.
* Maintains inventory of inward & outward for stationary.
* Sending Birthday emails & emails with respect to any occasion to the employees.
* Maintaining employee attendance.
* Informing leave details to the HR.

**Organization : 3i Infotech Pvt. Ltd.**

**Designation : Customer Care Executive**

**Process : RBL Bank CC Reminder Call**

**Work Experience : August 2017 – June 2018**

**Place : Noida**

**Job Profile:**

* Made outbound calls to both former and prospective customers.
* Handled all the customer calls.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintained up-to-date records at all times.

**Organization : Om Innovation Call Service Pvt. Ltd**

**Designation : Customer Care Executive**

**Process : Airtel DTH Reminder Call**

**Work Experience : March 2014 – September 2015**

**Place : Kolkata**

**Job Profile:**

* Answering approximately 200 customer calls per day in a friendly & courteous manner.
* Discussing issue with the customer and offering possible solution.
* Following the conversational script provided by Comcast.
* Escalating customer calls to my supervisor, if needed.

## Academic QualificationS

* Graduate B.A. (Pass) from Calcutta University (2006)
* XIIth from W.B.H.S.E. (2003)
* Xth from W.B.H.S.E. (2000)

## IT SKILLS

1 year **Diploma in Computer Application** in 2006

## Contents:-

* MS-Excel/MS-Power Point/MS-Word/MS-Dos/Internet

## PERSONAL DETAILS

### Father’s Name: - Biplab Ranjan Dhar

Date Of Birth: - 29th Sep., 1984

Gender: - Female

Marital Status: - Married

Nationality: - Indian

Language Known: - English, Hindi & Bengali

Hobbies: - Cooking, Dancing, Music and Shopping

Believe in interacting with people and always eager in delivering the best and setting high goals for myself. If given an opportunity to serve your organization, I assure to render the best of my services at all times.

Date: - \_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­­­­­­­­­­­

**Place: - New Delhi (Sarbani Mazumdar)**