curriculum vitae



**Supratim Sarkar**

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**CAREER OBJECTIVE**

* To obtain a position where I can implement my technical and functional skills to enhance customer experience in Service & Operation Management.
* To increase my leadership abilities through regularly encountering and solving problems.
* Learning new skills, working in diverse domains to enhance my skills for careers advancements.

**WORK EXPERIENCE**

**Company Name –ASK INFORTECH PVT LTD. (December’19-Till now)**

 **Business partner of Tata Teleservices.**

**Installation and Repairing Department.**

**Designation – Team Leader**

* Handing team for various outdoor activities of the engineers.
* Maintaining the respective MIS of attendance, daily activity, Stock and other data.
* Maintaining stock for complain restoration.
* Listening to customer problem and resolve it.
* Ordering Material from Warehouse and Returning Material to Warehouse.

**Company Name – A R Infratech Pvt. Ltd.**

**Project Name – Wipro Ltd. (July’18 to December’18)**

**Designation – Team Leader**

* Responsible for all Incident and Request tickets closer within SLA.
* Co-ordination with field Engineers to get the ticket closer.
* Ensuring strict adherence to service level agreements and plugging the process gaps and suggesting areas for improvement
* Performing audits and conducting feedback sessions for the team. Evaluation of the performance of the team.
* Ensuring Stock Maintenance of company’s assets.
* Coordinate with different support vendors (AD team, Antivirus team, Outlook team etc...) to ensure user’s issue get resolved within SLA.
* Doing analysis by speaking with the de satisfied users in the CSAT score.

**Company Name – Kaizen IT services PVT. Ltd.**

**Project Name – IBM India Pvt. Ltd. (November’11 to June’18)**

**Designation – Team Leader**

* Responsible for all Incident and Request tickets closer within SLA.
* Co-ordination with field Engineers to get the ticket closer.
* Ensuring strict adherence to service level agreements and plugging the process gaps and suggesting areas for improvement
* Performing audits and conducting feedback sessions for the team. Evaluation of the performance of the team.
* Ensuring Stock Maintenance of company’s assets.
* Coordinate with different support vendors (AD team, Antivirus team, Outlook team etc...) to ensure user’s issue get resolved within SLA.
* Doing analysis by speaking with the de satisfied users in the CSAT score.

# Company Name – Tata Teleservices Ltd. (April’09 to October’11)

# Designation: Collection & Retention Process (Team Leader)

# In my current profile am responsible to conduct various process of collection and retention process audits to check for the compliance and processes meeting quality standards across Jharkhand circle.

* Handing the respective MIS of collection done and retention.
* Ensuring strict adherence to service level agreements and plugging the process gaps and suggesting areas for improvement through manual audit.
* Performing audits and conducting feedback sessions for the team. Evaluation of the performance of the team.
* Interacting with dissatisfied users in CSAT scores and resolving their problems.

**Postpaid Customer Care Services (August’08 to March’09) Designation: Officer, Order Fulfillment Team**

* Core functions of the team are acceptance of application forms after screening them and ensuring correct documentation, and feeding data in the system to activate phone connections, with utmost emphasis on SLA adherence and audit compliance.
* Co-ordination with Sales team and their dealers – regularly sharing updates and new plans & processes with all of them, and periodically conducting training for FOS.
* Conducting training sessions for distributors and retailers as part of pre-launch requirements.
* Maintaining data from login to activation of each CAF.

**Postpaid Customer Care Services (May’06 to July’08) Designation: Sales Coordinator**

* Sample auditing of CAFs to enhance the quality of data entry.
* Ensuring CAF pick up from distributor’s point and company branded stores.
* Maintaining data from login to activation of each CAF.
* Direct coordinate with retailers and channel managers to get their problem resolved.
* Ensuring stock maintenance of company’s handsets and assets.

CAREER ACHIVEMENT

1. Got appreciation for my work and awarded two time as star of the month in Tata DoCoMo.
2. Awarded by best suggestion award in Tata DoCoMo.
3. Got the best performer award in Kaizen It services Pvt ltd.

**TECHNICAL SKILL**

1. Good knowledge in tools like Remedy, Maximo, Service Now, CRM, TIPSS, POS, outlook, service tools and various portals Management.
2. An effective communicator with good probing, Good learner, Inter-personal, organizational and monitoring skills.
3. Excellent skills in MS Excel, MS Power Point, MS Word.

**EDUCATIONAL QUALIFICATIONS**

B.A from **Deoghar Hindi Vidyapith University, Deoghar**

(12th) from **KMPM Inter College, Jamshedpur**

(10th) from **R.D. Tata High School. Jamshedpur**

**ADDITIONAL QUALIFICATIONS**

1 Year software Diploma from **JUPITER SYSTEM SOFTWARE**

**PERSONAL**

My hobbies include

* Traveling and exploring new places
* Listening to music
* Eating foods

Father’s Name : Mr. Prasanta Sarkar

Date of Birth : 12th June 1984

Gender : Male

Marital Status : Married

Language : Bengali, Hindi and English

Nationality : Indian

Religion : Hindu

Blood Group : AB+

**Declaration**

I, Suprotim Sarkar hereby declare that all the information provided herewith is true and to the best of my knowledge.

Date: Place: Signature: