

# AMITABH MUKHERJEE

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## Professional Summary

Over 19 years of experience in Internet/Dot.com, BPO, and Sales domains. Highly effective performer, talents in resolving problems - improving customer satisfaction and driving overall operational improvements; consistently saved costs. Well versed in using exemplary research skills to determine upcoming style trends. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

## Skills

- Facility Management
- Business Operations
- Payroll and Budgeting
- Strategic Planning
- Operations Management
- Team building
- Process Optimization
- Proof reading
- Customer Relations & Retention
- Performance Metrics Analysis
- Human Resources Management
- Consulting & Research
- Product Development
- Data Analysis & Business Analytics
- Campaign Management
- Vendor management

## Work History

### Head Operations (In-house office operations), Jul 2018 to March 2020 eGifts4all (Z H Marketing) – New Delhi, Delhi

- Created hands-on training program for newly hired employees to acclimatize each person to company policies and procedures and individual job duties.
- Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from lack of product usage and logistic issues, protecting company reputation and loyal client base.
- Monitored social media and online sources for industry trends.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Sourced new vendors in an effort to manage the daily office chores (admin tasks), while reducing costs through strategic contract negotiations.

### Chief Operations Manager, Nov 2017 to Jun 2018 Gifts On Air Online Solutions Pvt. Ltd – New Delhi, Delhi

- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Delivered expert clerical support by efficiently handling wide range of routine and special requirements.

- Aggregated and analyzed data related to administrative costs to prepare monthly budgets for corporate-level management.
- Managed CRM database, including troubleshooting, maintenance, updates and report generation.

**Consultant**, Mar 2017 to Oct 2017

**Freelancer** - New Delhi, Delhi

- Leveraged on-site observation and personal interviews to identify individual employee strengths.
- Researched latest market trends to provide current knowledge to clients.
- Handled confidential customer business and operational information.
- Offered expertise on employee and business development plans to enhance implementation and routine oversight.
- Dedicated support to NGO's on their routine operational tasks involving (counseling, daily/weekly roster plan/scheduler, marketing campaigns (Offline/Online)).

**Assistant Vice President Operations**, Jun 2015 to Jan 2017

**Radiate E Services Pvt. Ltd - Noida**, Uttar Pradesh

- Implemented innovative programs, including rewards & recognition, employee workshop, employee engagement activities (along with HR) program to increase employee loyalty and reduce turnover.
- Devised, deployed and monitored processes to boost long-term business success and increase profit levels.
- Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.
- Built loyal account base and long-term business relationships with Corporate and High Revenue accounts. (To name: Times Internet Ltd, Getit Infoservices, HDFC Bank,etc.).
- Enhanced operational efficiency and productivity by managing budgets, accounts and laying basic working guidelines, rewards & recognition programs.

**Chief Manager**, Jan 2007 to Jun 2015

**Times Internet Limited (TimesJobs.com)** - Noida, Uttar Pradesh

- Introduced Customer Services department in the company. Implemented programs for better customer handling and further increase customer retention.
- Championed customer experience through expert analysis and communication.
- Developed comprehensive performance reports using Customer Insights, Sales Feedback, Google Analytics to help strategize resource allocation and business planning.
- Recommended appropriate services packages (which were apt for their business) to customers, thoroughly explaining details (as a part of International Sales activity).
- Worked closely with interconnecting departments to create communication/material for sales/marketing and client meetings.
- Worked with marketing teams to create, deploy and optimize effective campaigns for target industry clients. Tracked and reported on marketing campaign responses.
- Worked with vendor to resolve quality & under performance problems, improve operations and provide exceptional service.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.

**Senior Technical Support Officer**, Nov 2003 to Jan 2007

**HCL Infosystems Ltd (HCL BPO)** – Noida, Uttar Pradesh

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Educated customers how to use company systems, complete forms and obtain desired services..
- Adhering and implementing, work force roster plan for managing call flow and other activities.
- Maintain process service level on daily basis.

**Technical Support Executive**, Feb 2003 to Nov 2003

**Convergys India** – Gurugram, Haryana

- Increased customer satisfaction ratings to 80%.
- Handled calls of both domestic & business customers for queries related to Windows Desktop Operating Systems.

**Customer Support Officer**, Nov 2001 to Feb 2003

**Bharti Enterprises (Touchtel)** – Gurugram, Haryana

- Addressed customer complaints (via phones, faxes and emails) and mitigated dissatisfaction by employing timely and effective solutions.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.

**Software Developer**, Mar 2000 to Mar 2001

**Siemens Public Communications Networks Limited** – Gurugram, Haryana

- Developed two packages for them (Payroll Information Management System and Attendance Information Management System), using SQL Server (7.0) & Visual Basic 5.0.
- Tested programs and databases to identify issues and make necessary modifications.

**Software Developer Intern**, Dec 1999 to Feb 2000

**Siemens Information Systems Limited** - Gurugram, Haryana

- Developed package- (Software Issue System), using VB 5.0 & MS Access'97.
- Worked closely with clients to establish problem specifications and system designs.
- Reviewed projects for compliance with specifications and quality standards.

## **Education**

**MBA:** Business Management, Information Technology **NIILM-CMS** – New Delhi, two years full time

**Bachelors of Science:** Chemistry, Mathematics from **Kanpur University**

## **Accomplishments**

- Increased customer footfall on company website by 30% over 6 months.
- Increased job listing on company site by 200% continuously for 6 months.
- Certificate of Appreciation - (Jan 2014 - Mar 2014) & (Apr 2014 - Jun 2014) for exemplary work.

## **Hobbies**

- Travel Enthusiast - Loves to go to unexplored places.
- Keen researcher

## **Addition Information**

- Address: 5-S Sector 7, Jasola Vihar, New Delhi – 110025 • DOB: 8th March, 1973 • Sex: Male
- Marital Status: Married • Nationality: Indian • Passport: Yes

**Date:**

**Place:**

**(Amitabh Mukherjee)**