

## CURRICULAM VITAE

### TAMAL KUMAR BAGCHI

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#### PERSONAL INFORMATION

Date of Birth: 19-Feb-1977  
Language Known : English,Hindi,Bengali  
Marital status: Married

#### Profile

*I am a person with a positive frame of mind and I believe in 'Man Management & Attitude.'  
I would like to work in an organization which can bestow me an opportunity to learn, lead & succeed .*

#### PROFESSIONAL QUALIFICATION(2+1 YEARS FROM GNIIT) 1996-1998: (GPA-68%)

Semester	Subject Taken	Duration	'%'age of Marks	Grade
Semester'P'	DOS,Win-3.1x, Fox Base, Ms Office, Computer Concepts.	6 months	69.30	C
Semester'K'	UNIX, Sybase,C++, TeleEssentials.	6 months	55.10	D
Semester'L'	VC6.0,Windows NT,Win 32 API.	6 months	70.30	B
Semester'H'	VJ4.0,VB6.0,Windows Architecture	6 months	68.70	C

#### MANAGEMENT-IT(GNIIT) 1998-1999 (GPA-72%)

Semester	Subject Taken	Duration	'%'age of Marks	Grade
MGT-1	Data Structure and Algorithm of Inventory Management, Networking Theory, Principle of Management Theory, System Thinking, Warehousing , Logistics & Operation Management	1 year	72.40	B

#### PROJECT EXPOSURE:(From GNIIT) (GPA-82%)

Semester / Year	Project Topics	'%' age of Marks
Semester'P'(1996)	Payroll Systems: DBMS using Foxbase/Foxpro	88
Semester'K'(1996)	Share Accounting System: Sybase using C++	82
Semester'L'(1997)	Inventory System: Ms Access using VC6.0	85
Semester'H'(1997)	Video Library System: Access/SQL Server. using VB6.0	89

Project done at NIIT

#### ACADEMIC QUALIFICATION

Exam. Passed	Subject Taken	Year Of Passing	Board/University	Total Marks	'%' age
B.A	English,Pol Sc,Philosophy	1998	C.U.	370	43.3
A.I.S.S.C.E.	English,Hindi,Biology,Physics,Chemistry	1996	C.B.S.E.	251	50.2
A.I.S.S.E.	English,Hindi,Maths,Science,Sc.Studies	1992	C.B.S.E.	256	51.2

**Designation : Sr.Operation Manager(Sales & Service)**

**Organization: LEOPARD TRANS LLP (Division of Lakhotia Logistics Pvt Ltd)**

**Period -1<sup>st</sup> July 2016 to Till Date**

**Job Summary :**

- Looking entire Operation System-Warehouse/General Logistics Operation-3PL , Transportation and controlling the Dispatcher Unit.
- Controlling the SAP WMS Software(Warehouse Management Software) , WEB application for 3PL Operation .
- Controlling the GPS for shipment Location wise and updating the customer database .
- Warehouse Administration-Inward,Stocking,Outward,Delivery,Documentation.
- Truck movement and Security Administration-Vendor,Driver,Loading etc
- MIS report for All Operational activities(Stock Movement/Warehouse Redemption/Vehicle Movement/Budget and Revenue Generation).
- • CSI Indexing,Follow-ups & Mapping.
- Digital Campaign and EComm Management.
- Key Client Sales -Rate Contract,Tendering,POD Process,Tracking,Bill generation.

**Designation :Workshop Manager(Service & Spares)**

**Organization: Matali –Yamaha India Motors Ltd, Kolkata(Dealership of YAMAHA MOTORS INDIA PVT LTD)**

**Period -06<sup>th</sup> Nov 2014 to 30th June2016**

**Job Summary :**

- Product Profitability(Revenue Generation, Sales Volume ,Customer Retention).Spares Ordering System
- ERP Service MIS Report(Daily Service Details,Workshop Movement Status,Technical Report,Service Action Redemption )
- Maintaining SOP of Workshop and Customer Service and Delight Campaign.
- Budgeting and Growth Planning (Monthly/Quarterly) ,Follow up Channel / Network Service Redemption.
- Workshop Operation (Job Allocation Register,Customer Feedback Report,Warranty Submission with SOP)
- Inventory Management(Stock Analysis, FMS tracking,Urgent Stock Order,Accident Vehicle Job Schedule)
- Network/Channel Sales and Spares Parts sales over the Kolkata Zone.Spares Parts order/Purchase form Local Vendor.
- KPI for Service Training to Technician and Supervisor(New Update,Technical Bulletin, New Model,5S Administration)
- Maintaining SOP of Customer Service Department (Daily Call Log,Technical Fault Log,OffRoad Service Log,Service call Followups,Customer Turn up Ratio,

**Designation :Service EDP Manager**

**Organization: Starburst Motors-Maruti Suzuki India Ltd, Kolkata (Dealership of MARUTI SUZUKI INDIA LTD)**

**Period – 01<sup>st</sup> Jan 2013 to 5th Nov2014**

**Job Summary :**

- Application Maintenance(DMS) , MIS Reports
- Customer satisfaction Index,Redemption report,Warranty Check,Service Issue .
- Budgeting and Planning (Monthly/Quarterly) .Channel / Network Sales and Counter Sales.
- Inventory Management(Stock Analysis, FMS tracking).Spares Ordering system.Purchase from Registered vendor
- Customer Service for KIOSE usage,Feedback updation,Lineup of Service vehicle for ready jobs .
- Bin Card wise Inventory and Stocking .
- FMS analysis and Report (Weekly/ Fortnight / Monthly).
- Maruti Insurance Administration with SOP

**Designation :Sr Technical Incharge (Sales & Service)**

**Organization: Bajaj Auto Centre, Kolkata (Dealership of BAJAJ AUTO LTD,PUNE)**

**Period – 07<sup>th</sup> Nov 2005 to 30<sup>th</sup> Nov 2012**

**Job Summary :**

- Overall administration of Workshop and Network Sales .
- Sales Supervision including controlling Advisor,Technician,Spares Parts,Billing,Accessories .
- MIS report including Stock Movement ,Parts Network Sales,Workshop Profitability,CRM.
- ERP Support for Billing,Parts Ordering,Off Road Assistance,Insurance clearance ,
- Super Bike Technical Assistance for Hi-End Showroom.
- KPI for Predelivery Inspection of New Vehicle with SOP.
- Maintaining the KPI and SOP Customer Service for Customer Satisfaction and Retention .

**Designation: Service Operation Executive**

**Organization: Mukesh Hyundai, Kolkata (Dealership of HYUNDAI MOTORS INDIA LTD-CHENNAI)**

**Period : 20<sup>th</sup> Dec 2004 to 25<sup>th</sup> Oct 2005**

**Job Summary :**

- Application support for Service Department on CRM/ERP .
- Generating the MIS Report for Service and preparing Graph of Customer satisfaction,Service Redemption,Work Flow
- Service Supervision of Workshop Job Allocation,Spares Allocation to Workshop,QC of Service vehicle .
- Customer Feedback report and customer assistance for the Service Vehicle .
- Assisting Service Advisor for Job card creation ,Billing,PreInvoicing Assistance and Delivery .

**Designation : IT & Operation Executive**

**Organization: DTDC Courier & Cargo Ltd at Kolkata R.O.**

**Period : 16<sup>th</sup> Oct 1999 to 05<sup>th</sup> Dec 2004**

**Job Summary :**

- Sector/Zone wise warehouse stocking of Inbound and Outgoing Consignment according to Volumetric/Normal.
- Preparing Vehicle outgoing manifest of consignment Zone /Sector /Branch wise.
- Checking papers(Invoice,Declaration,Waybill,Permit) for outgoing consignment
- MIS report (Total Loading Ratio,Surface/Air Cargo Analysis,Checklist of Zone/Sector wise Cargo and Transhipment Doxs)
- Maintain the SOP for Pickup Analysis and MASS Pickup of DOXS and NON DOXS items.
- Checking of Hubwise packages /parcel and proper sorting of DOXS and NON DOXS .
- Technical support(Customer Service,Billing,Consignment packing for Franchisee and Super Franchisee of Eastern Zone).

**NB: This to certify that all the details or information as given above or mentioned herewith are true and best to my knowledge .**

**Current CTC : 3.20 lacs**  
**Expected CTC : Negotiable**

**Date:**  
**Place: KOLKATA**

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