

RESUME

BRAJASUNDAR DAS

Email id:

brajadas53@gmail.com



Contact No:

(M) +91 7407325460

Contact Address:

Mahish Bathan, Mohisbathan, Dhapa,
Kolkata, West Bengal 700156

Permanent Address:

VILL-GOTGERIA
P.O.-BALICHAK
P.S.-DEBRA
DIST-PASCHIM MEDINIPUR
STATE-WEST BENGAL
PIN-721124

Personal Details:

Date of Birth: 9th Feb 1986

Sex: Male

Marital Status: Single

Father's Name: Sukumar Das

Nationality: Indian

Languages Known: Bengali,
English & Hindi.

Career Objective:

To further my career as a Learning & Development professional and use my varied experiences in BPO Industry & others to contribute Organizational Development & Efficiency.

Overall Experience:

" Above 10 years "

- **3 years & 8 Months** in BPO
16 Months as a Customer Care Executive (26 Feb 10 □ 17 July 11) for S1
06 Months as a Team Leader (26 Jul 11- 24 Jan 12) for Intelenet.
12 Months as a MIS Executive (6 Apr 12- 31 Mar 13) for Tatwa Technology.

6 years as Self Employed. Computer Sales ,Service, Education & Career Support.

- Presently working as a CPV (CUSTOMER PHYSICAL VERIFICATION)
Co-ordinator from 20th Sept'19 Company named **Writer Information** ,
Kolkata.

Educational Qualification:

- **Madhyamik from WBBSE in 2003.**
- **Higher Secondary from WBCHSE in 2005**
- **B.Com (Accountancy HONS.) from Vidyasagar University in 2008.**

Job Experience :

1. **Sparsh BPO Service Ltd.** as a CCE from 26th Feb □ 10 □ 17th July □ 11.(Aircel Kolkata Inbound Voice Process).

2. **Intelenet Global Service Private Ltd.** as a Team Leader from 26th July □ 11 □ 24th Jan □ 12. (Vodafone Bihar & Jharkhand inbound Voice Process).

3. **Tatwa Technologies Ltd.** as a MIS Executive from 6th April □ 12 □ 31st Mar □ 13 . (Uninor KOL, BIH, ORI & JHA Voice Inbound Process).

4. Self Employed . Computer operator of **Das Computer (Sales, Service & Education)**. for last six years after leaving **Tatwa Technologies Ltd.**

5. Presently working for **Writer Information** as a CPV co-ordinator for the process Fullerton India.

Job Responsibilities

- i. **Sparsh BPO Service Ltd.** as a CCE taking calls and solving customer queries. (4 Months) In Jun□10 after getting RNR Prize for Highest no. of taking calls got promoted to ESC. Desk, Handling Team members(21) on behalf of my TL .(12 Months)
- ii. On 18th July□11 transferred from **Sparsh BPO Service Ltd.** To **Intelenet Global Service Private Ltd.** as a Team Leader Through **IJP**, handling 20 members of my own team as well
SL and overall Performance, Reviews In weekly basis.
- iii. **Tatwa Technologies Ltd.** : From 6th April□12 □ 31st Mar□13 my service as a MIS Executive,
hourly basis Intraday Report, Day on Day Overall Performance Report, APR, MTD Report,
MIS Tracker, Etc.
- iv. Computer shop owned as **Das Computer** in a small village named - Radhamohanpur to develop in knowledge about practical marketing and product. sale, service & educational process , creating profile of customers on a drive online to give career support.
- v. Presently working as a CPV co-ordinator , company - **Writer information** with client company- Fullerton India (NBFC). A job role of Data Analysis.

Responsibilities:

All types of Reports required by Clients and Management, looking after the revenue part that is upselling of VAS services and floor monitoring along with audit . the call of the agent to improve the Quality Parameters. Handling a special Helpdesk (GPRS) for the organization. Handling a team of 22 associates.

Create and publish report as per client requirement as well as Ops Manager□s PPT preparation and suggestion.

Initiate CPV form the CRM raw dump ,prepare to the concerned agencies for the respective circle Follow up to be in untill the place it is required.

Companies worked with:-

- Sparsh BPO Services Limited.
- Intelenet Global Service Pvt. Ltd.
- TATWA Technologies Limited.
- Writer Information.

Hobbies:

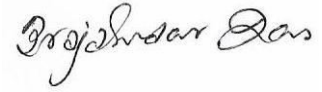
- Interacting With People.
- Listening music.
- Playing guitar.

Declaration:

I am a hard working, sincere and punctual person and always discharge my duties whole heartedly.

Date:

Place: kharagpur



(Brajasundar Das)