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Mr. Swadesh Ranjan Dutta

**72A, Forward Colony,**

**Post Office: Nawpara,**

**Police station: Baranagore**

**Kolkata- 700090, West Bengal**

**Contact No  M :-9073409356 // 7908512036**

**Email :swadesh.dutta273@gmail.com**

**OBJECTIVE:**

 To secure a position which would enable me to enhance my current skills and challenge my various abilities towards the growth of the organization. Always aspire to work in a creative and innovative environment. I am trying to improve myself & also try to reach the zenith of my carrier.

**Skills & Competencies:**

* Commitment towards the achievement of team objectives especially in times of change.
* Excellent interpersonal, influence, and negotiation skills. Strong judgment and problem solving skills.
* Able to deal, empathetically, with multi-cultural and multi-ethnic groups of people
* Excellent communication skills
* Can work long hours and on rotational shifts
* Persistent, ethical and sincere
* Eager to learn & can easily grasp new concepts

**WORKING EXPERINCE:**

**HDFC:**

**13th May 2019 to till now Deputy Manager**

**Responsibility includes :-**

Handling team & help them meet the targets.

Customer service & Customer retention

Resolve customer queries

Selling of Banks different product & services.

Preparing daily sell report of the team.

**Visiting Customers for product process.**

 **Jet Airways:**

**2nd Nov 2010 to 10th May 2019 Sr. Customer Service Assistant**

Responsibilities includes:-

Working as a Load & trim Staff for B737 series (B-700/800/900/900ER) & ATR.

 Holding valid license for B737 series & Load manager.

Handling boarding gate.

 Handling counter, special handling guest, monitoring counter closer.

 Selling Unsold Business class seat.

 Selling extra seat.

 Selling Lounge coupon.

 Handling arrival hall, mishandling baggage, wchr guest, UNM, transfer guest.

 Handling ticketing counter.

Selling tickets with excess baggage allowance ticket.

**Mar 2008 to Oct 2010** **Customer technical Support for Dish Network at**

 **Aanvi Support (P) Ltd.**

* Answered phones and respond to customer requests.
* Provided technical help over the phone.
* Provided customers with product and service information.
* Schedule technician appointment.
* Followed up with customer & technician.
* Completed call logs and reports.
* Recognized, documented and alerted the supervisor of trends in customer calls.
* Generated customer thank you letters.
* Performed other duties as assigned.

**Jan 2007 to Mar 2008** **Customer Support for AT&T at**

 **Datatech solution, Salt Lake.**

* Sold product and placed customer orders in computer system.
* Provided customers with product and service information.
* Set up appointments for installation.
* Upsold products and services.
* Set up a database for probable customers.
* Identified, researched, and resolved issues for existing customer.
* Completed call logs and reports.
* Recognized, documented and alerted the supervisor of trends in customer calls.
* Recommended process improvements. .
* Performed other duties as assigned.

**Feb 2006 to Sep 2006** **Asst. Sales Agent of Orthopedic instrument at**

 **Synthes, Parekh group.**

* Set up appointment with concern Doctors.
* Giving Demo of new equipments to the Doctors.
* Followed up delivery of equipments & Orthopedic items (Plates, Screws, Rods ect).
* Researched billing issues.
* Researched misapplied payments.

**Education**

1. Year 2002 – 2005 – Graduation in Science from Calcutta University.
2. Year 2000 – 2002 -Passed 10 + 2 from Sinthi RBT Vidyapith, Kolkata under West Bengal Board with Science as the main subject.
3. Year 1990 – 2000 – Passed Class 10th from Netaji Subhas Chandra Bose Vidyapith, Kolkata under West Bengal Board.

**Computer Skills:** Knowledgeable in working with MS-WORD, MS- EXCEL and Power Point.

# PERSONAL INFORMATION

Father’s Name : Nirmal Kumar Dutta.

Marital Status : Married .

Nationality : Indian.

Date of Birth : 12th Oct 1985.

**PREFERED LOCATION:**

Kolkata is first preference but ready to relocate anywhere in India/Abroad depending on the offer.

**Hobbies** : Playing football, Reading books, Painting etc.

**Language Known** : English, Hindi, & Bengali.

**Extra Curricular Activities** : Driving Habits of 2 Wheeler.

## Reference :

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Date: ……………….……… Swadesh Ranjan Dutta

Place: Kolkata