



## SUJIT KUMAR VERMA

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### OBJECTIVE

Helpful Senior Customer Service Executive possessing a friendly demeanor and excellent problem-solving and communication skills. Bringing 07 years of experience increasing customer satisfaction levels and business performance by handling and analyzing complaints and designing customer service strategies. Dedicated to creating a positive impression on customers to build and retain the customer base.

### SKILLS

SAP MM End user , Communication skill, Customer Service , Client coordination , Customer support , Microsoft office skills

## EXPERIENCE

### Outcept Solutions Pvt Limited Property Preservation Processor

14/03/2024 - Present

1. Checking properties photos or investigation regarding properties related work order like Grass cut, landscaping, REO service, winterisation, Maid refresh service, Eviction, etc.
2. Liasioning with Contractors which help to complete work orders on daily basis.
3. Create Bid for the properties to create more opportunities to generate work orders for the clients.
4. Creating invoice for the contractors and clients on property preservation wizard tool.
5. Sending daily report including all work orders, bid report, contractor invoice and client invoice through Excel sheet.
6. Checking emails from regarding escalation or denials for processed work orders.

### Onproces technology SAP MM(End user) Logistics

15/03/2022 - 01/03/2024

SAP- PRT, Failed idocs reconciliation, Inventory Adjustment, Reactive cases, SAP IM process, Open PIDs, Mitsumi C208 & C212, Expiry items DC & Fields, Goods reversal, B2B monitoring on Easitool dashboard, Shprej & Shpack, Making report on excel and sending on daily basis through email.

### Vistara

12/12/2016 - 12/03/2022

#### Senior Customer Service Executive

Checkin, Boarding gate, Arrival and Ramp.

Certified Loading officer A-320 World tracer trained- Raising PIR/DPR files on world tracer.

Raising OHD file for non claim baggage.

Ammending file no by reassigning the file.

Converting PIR file into DPR when required.

Generating MSF report on monthly basis.

Raising lost and found items on world tracer.

Updating lost and found files on world tracer and maintaining excel sheet to keep the record of claim items.

### Wills Lifestyle

10/05/2014 - 20/06/2015

#### Sales Associate

Greet customers and approach for sales at Store.

Meeting customers for their specific requirement.

Acheiving weekly target for the store.

Replenish stock with updated new arrival.

Making liasioning with new customers to build good relationship.

Helping team members to acheive their monthly target.

### Air India

10/04/2011 - 12/04/2013

#### Customer Service Agent

Check in, Boarding gate, Arrival for respective flights.

Meet and Greet for VIP Customers at airport.

Floor managment near check in counters.

Raising PIR/DPR files on world tracer.

Taking care of lost and found items at airport.

## EDUCATION

### Frankfinn Institute of Aviation and Hospitality Diploma in Aviation, Hospitality and Travel Tourism.

2010

Grades - A

### National Open School High School Degree

2009

Grades - 65%