

RESUME

**54 BanamaliNaskarRoad ,Behala,
Kolkata 700060
E-mail:subhojitbhattacharya24@gmail.com.
Mobile : 8482001177.**

SUBHAJIT BHATTACHARJEE.

CAREER OBJECTIVE:

To work and grow in an environment which could fully utilize my skills and abilities. Achieve a challenging position in a professional organization where I can enhance my skills & strengths in conjunction with the company's goals & objectives.

EDUCATIONAL QUALIFICATION:

- **Xth I.C.S.E. (Commerce).**
- **XII th (Commerce).**
- **B.COM**

COMPUTER KNOWLEDGE :

Working knowledge of : MS Office ,Windows Operating System ,Tally.

STRENGTH :

A self motivated and hard working person with ability to work on own initiative and can give tremendous results individually and as part of a team. Ability to motivate teams to achieve their objectives. Ability to adapt any new things very fast. I look at continues learning as the key to success.

WORK EXPERIENCE:

1. Dec 23 TO Present - Paythrough Softwares & Solutions Pvt Ltd . As a Project Manager (PayKash Financial App)

JOB PROFILE :

- Define project scope, objectives, and deliverables
- Preparing FRD & BRD reports .
- Develop detailed project plans, timelines, and resource allocation
- Identify project risks and develop mitigation strategies
- Coordinate with cross-functional teams including engineering, product, marketing, and sales to ensure project milestones are met.
- Monitor project progress and performance using appropriate systems, tools, and techniques.
- Conduct regular status meetings and update stakeholders on project status .
- Manage project resources, including team members, budget, and external vendors.
- Facilitate communication among team members and stakeholders to ensure clarity and alignment on project goals
- Ensure that all projects are delivered on-time, within scope, and within budget.
- Maintain comprehensive project documentation.
- Prepare and present regular project reports to senior management and stakeholders.

1. Jan 23 TO Nov 23 - EClick Softwares & Solutions Pvt Ltd . As a Process Manager (Australia & Ireland Website & Digital Marketing Process)

JOB PROFILE :

- Recruit, select, train, assign, schedule, coach, counsel, and discipline employees.
- Managing a Team of 20+ .Team Leaders with Web Consultant & Account Manager & the development team for Australia Digital Marketing process.
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions.
- Plan and review compensation actions; enforcing policies and procedures
- Analyze and improve organizational process and workflow, employee and space requirements, and equipment layout; implement changes.
- Accomplish operations and organization mission by completing related results as needed.
- Communicating with client via phone, email, mail or personally.
- Suggest and organize team building activities between Sales & Development team.
- Taking care of the HNI clients.
- Managing end to end product delivery cycle for the client.
- Interacting with the clients on regular basis to keep a smooth transition.

- Manage 100% compliance , process adherence & Team Targets

2. June 22 TO December 22 - Excellis IT Pvt. Ltd. As a Process Manager (Australia Website & Digital Marketing Process)

JOB PROFILE :

- Recruit, select, train, assign, schedule, coach, counsel, and discipline employees.
- Managing a Team of 2 Team Leaders with 18 We Consultant , 1 Account Manager & the development team for Australia process.
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions.
- Plan and review compensation actions; enforcing policies and procedures
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions.
- Analyze and improve organizational process and workflow, employee and space requirements, and equipment layout; implement changes.
- Accomplish operations and organization mission by completing related results as needed.
- Manage staff levels, wages, hours, contract labor to revenues.
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees.
- Communicating with client via phone, email, mail or personally.
- Suggest and organize team building activities between Sales & Developmen team.
- Manage 100% compliance , process adherence & Team Targets

3. Aug 21 TO March 22 - Business Pro Digital Pvt. Ltd. As a Process Manager (Australia & New Zealand Website Process)

JOB PROFILE :

- Recruit, select, train, assign, schedule, coach, counsel, and discipline employees.
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions.
- Plan and review compensation actions; enforcing policies and procedures
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions.
- Analyze and improve organizational process and workflow, employee and space requirements, and equipment layout; implement changes.
- Accomplish operations and organization mission by completing related results as needed.
- Manage staff levels, wages, hours, contract labor to revenues.

- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees.
- Communicating with client via phone, email, mail or personally.
- Suggest and organize team building activities.
- Manage 100% compliance , process adherence & Team Targets.

4. Nov 20 TO Aug 21 - V3 Outsourcing Solutions Pvt. Ltd. As an Assistant Manager Operation (Australia Website Process)

JOB PROFILE :

- Taking care of a team of 18 Web Consultants & 2 TL
- Carry reporting activities according to specific deadlines for the process.
- Monitoring floor operation & update employees as per client SLA from time to time.
- Execution of Process Flow on the floor to maintain smooth FTA process.
- Looking Manpower alignment as per process requirement.
- Monitor and review team performance on metrics .
- Train & motivate team for better understanding of process..
- Keeping proper check on TAT achievement as per SLA.
- Communicating with client via phone, email, mail or personally.
- Suggest and organize team building activities.
- Manage 100% compliance , process adherence & Team Targets.

5. May 16 TO Nov 20 - VAP TECHNOLOGY. As an Assistant Manager(AUS& NZ Website Process)

JOB PROFILE :

- Taking care of a team of 22 Web Consultants & 3 TL
- Carry reporting activities according to specific deadlines for the process.
- Monitoring floor operation & update employees as per client SLA from time to time.
- Execution of Process Flow on the floor to maintain smooth FTA process.
- Looking Manpower alignment as per process requirement.
- Monitor and review team performance on metrics .
- Train & motivate team for better understanding of process..
- Keeping proper check on TAT achievement as per SLA.
- Communicating with client via phone, email, mail or personally.
- Suggest and organize team building activities.
- Manage 100% compliance , process adherence & Team Targets.

6. June 13 TO April 16 - AT BPO CONVERGENCE (NESA& Kolkata Location). AS AN ASSISTANT MANAGER- PROCESS. JOB PROFILE :

Taking care of FTA process(AIRTEL) for entire NESA location

- Taking care of entire Spoke operation process.
- Carry reporting activities according to specific deadlines for Spoke locations.
- Monitoring Spoke operation of various locations & update employees as per client SLA from time to time.
- Execution of Process Flow at spoke location to maintain smooth FTA process.
- Looking Manpower alignment as per client requirement.
- Monitor and review Spoke infra issues at all locations.
- Train & motivate Spoke team for better understanding of process..
- Keeping proper check on TAT achievement as per SLA.
- Communicating with client via phone, email, mail or personally.

7. SEP 08 TO May 13. - AT RELAINCE COMMUNICATION. AS A SR. ASSOCIATE MANAGER . (POST PAID- BUSINESS). JOB PROFILE :

Channel sales business(DSA, SDSA, NETCONNECT DSA, TELE DSA) and team of 3 Team Leader & 18 Business Development Executive.

- Taking care of entire DSA recruitment process.
- CHANNEL types- SDSA, TELE DSA, NET CONNECT DSA, DSA.
- Carry out billing, collection and reporting activities according to specific deadlines for channel partners.
- Conducting micro level marketing to attract and make people aware of Agency Career with the brand.
- Monitoring customer account details for non payments, delayed payments and other irregularities.
- Execution of sales strategy to increase market reach and penetration through market segmentation.
- Looking into Channel Development & Channel Enhancement.
- Monitor and review DSA & DST performance to help them achieve maximum business.
- Train & motivate DSA & DST team for better understanding of product.
- Organizing a recovery system and initiate collection efforts.
- Communicating with customers via phone, email, mail or personally.

8. APR 06 TO TILL AUG 08 – AT HSBC ELETRONIC DATA PROCESSING INDIA PVT.LTD. (KOLKATA) AS A Customer Care Executive. (Credit Card Process)

- **JOB PROFILE:** Was involved in handling inbound calls for U.K customers.
- Ensure proper productivity. And achieve the desired target as set by T.L.
- Looking into the up sales target and ensure prompt customer service.

- Circulate updates, product information to the team member for running smoother floor operation.
- Interacting with the Client on a daily basis for better understanding of the process and using the updates on calls.
- Communicating with customers via phone or email.
- Maintain the up sales target on a daily basis.

9. MAY 03 TO MARCH 06 -AT IBM DAKSH E - SERVICE PVT. LTD (GURGAON)

- **JOB PROFILE** ∴ Worked as a Spl. Customer care Executive for an analytical/ telecom process. Got promoted as a “ Subject Matter Expertise/Quality Analyst” and stayed with the company from Oct 05 to Mar 06.
- Performing detailed analytical and research work.
- Worked as floor mentor coaching team members on the floor.
- Interact with the client on daily basis along with team member for better understanding of the process.
- Conduct training session for the team as per there requirement.
- Provide adequate support to a team of 12 CSRs on the floor.
- Maintain proper process SLA and adequate quality parameters.
- To audit the number of calls given by the client on a daily basis.
- Record feedback and to let the Executive know about his/her areas of improvement.
- Bring in necessary changes to the process and constant updation of call center core process.
- To check whether the CSR has incorporated Knowledge and competence and the customer was able to comprehend to what the CSR was talking about.
- Attend call calibrations.
- To check if the CSR has used the right telephone eettiquettes,And followed appropriate hold procedures and has a given a proper resolution for the customers request.

PERSONAL INFORMATION:

NAME : SubhajtBhattacharjee
FATHER’S NAME : Late Sushil Bhattacharjee
DATE OF BIRTH : 24 th APRIL 1981

LANGUAGE KNOW : English , Hindi , Bengali , Assamese.
PRESENT ADD : 54, Banamali Naskar Road Behala
Kolkata – 700060. (W.B)

DECLARATION:

I hereby declare that the information given above with regards to my qualification and experience are correct according to my knowledge and belief.

DATE:

PLACE:

SUBHAJIT BHATTACHARJEE.