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**Subhendu Roy**

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## Career Synopsis

I am a seasoned professional with over 18 years of experience in operations, back office management, general administration, and preparing comprehensive MIS reports. Throughout my career, I have honed my ability to handle the entire project lifecycle from planning to execution, focusing on driving operational efficiencies and supporting business growth. My expertise lies in managing teams, optimizing workflows, and delivering exceptional customer service through continuous improvement.

I have gained extensive experience across several regions, including West Bengal, Assam, Bihar, Orissa, Tamil Nadu, and Uttar Pradesh, offering me valuable insights into the diverse operational needs of these markets. My core strengths include operations management, MIS reporting, team leadership, gap analysis, and problem-solving. I have led initiatives that reduced turnaround times and implemented systems like real-time recharge and online data integration, significantly improving operational efficiency.

Currently, I serve as an Executive Assistant at **Duroply Industries Limited**, Kolkata (September 2023 – Present), where I provide executive support to senior management, manage office operations, and coordinate various administrative tasks. My role also involves handling sensitive information, maintaining confidentiality, and fostering internal and external communications.

I thrive in dynamic environments and am committed to delivering high-quality results by continuously improving processes and collaborating effectively with cross-functional teams.

## Career Objective & Strengths

With a proven track record spanning over 18 years, my goal is to leverage my diverse skill set in operations management, back office functions, and MIS reporting to drive business growth and operational excellence within a forward-thinking organization. I am passionate about optimizing processes, leading teams, and contributing to organizational success through innovation and efficiency.

Key competencies include:

- Operations Management (Back Office)
- MIS Reporting
- Leadership & Team Coordination
- Gap Analysis & Problem-Solving
- Multitasking & Time Management
- Technical Proficiency

I am eager to bring my operational expertise, leadership skills, and passion for continuous improvement to a growing organization.

## Key Performance Area

- **Process Optimization:** Played a pivotal role in reducing the overall recharge process time from a fortnight to 24 hours by implementing a structured accounting process, improving operational efficiency.
- **Real-Time System Implementation:** Successfully initiated a real-time recharge process in West Bengal, streamlining operations and enhancing service delivery.

- Error Identification & Process Streamlining: Identified critical accounting errors and streamlined business processes to minimize bottlenecks and improve accuracy.
- System Integration: Led the successful implementation of the Online Data Integration system, facilitating better data flow and decision-making across departments.
- Project Rollout Success: Received recognition from senior management for leading the successful rollout of the Common Service Centre (CSC) Project in rural areas of West Bengal, enhancing the company's footprint in underserved markets.

## Professional Experience

### Executive Assistant – (September 2023 to Present)

*Duroply Industries Limited, Kolkata*

- Provide comprehensive executive support, including calendar management, email coordination, travel arrangements, and phone support.
- Manage administrative tasks such as document preparation, expense management, filing, and record-keeping.
- Act as a liaison between senior management and internal/external stakeholders, ensuring smooth communication.
- Maintain confidentiality while handling sensitive information and implementing security protocols.
- Oversee office coordination, vendor relations, and event planning, including organizing staff activities and team-building events.

## Previous Experience

### Executive Assistant & Human Resources - (November 2018 to 10th September 2023)

*NPR Group of Companies, Kolkata*

- Managed day-to-day activities for the Director, including scheduling meetings and coordinating with teams.
- Oversaw payroll processing, including salary preparation, ESIC registration, and EPF management.
- Coordinated timely payment of the Director's bills and memberships (e.g., club memberships, credit cards).
- Handled employee queries, organized team events, and managed interviews and hiring processes.

### Executive Assistant & Coordinator of Design Head - (February 2012 to October 2018)

*Turtle Limited, Howrah*

- Developed a comprehensive MIS system to monitor sampling and production operations, optimizing the entire workflow.
- Coordinated cross-functional teams to ensure alignment with organizational objectives and targets.
- Managed inventory, and procurement processes, and liaised with vendors for operational needs.
- Supervised general administration and back-office functions, ensuring smooth operations in the absence of the HOD.

### Senior Executive - E-Learning – (March 2011 to February 2012)

*Glocal Healthcare Systems Private Limited, Kolkata*

- Developed MIS systems to track hospital operations across four regions, supporting data-driven decision-making.
- Coordinated with internal and external teams to align goals and optimize the flow of operations.
- Managed stock and inventory control, and provided MIS reports for the sales and operations teams.

### **Executive – Operations – (June 2008 to Mar 2011)**

*SREI Sahaj e-Village Limited, Kolkata*

- Worked on government e-governance initiatives, contributing to the efficient implementation of rural service centers and systems.

### **Data Entry Operator & Operations – (December 2005 to June 2008)**

*The George Telegraph Training Institute, Kolkata*

- Managed data entry and various administrative tasks, contributing to the smooth operation of office functions.

## **Education**

<b>Graduation – B. Com (Commerce)</b>	<i>Calcutta University</i>	<b>2008</b>
<b>Senior secondary</b>	<i>N.I.O.S</i>	<b>2005</b>
<b>Secondary</b>	<i>N.I.O.S</i>	<b>2003</b>

## **Computer Proficiency**

**12 months Diploma in Information Technology Application (DITA)**      **Oct 2004 – Sep 2005**  
*Computer Training Institute, State Youth Centre, Kolkata*

**06 months Certificate in Desk Top Publishing (CDTP)**      **Oct 2006 – Mar 2007**  
*Computer Training Institute, State Youth Centre, Kolkata*

## **Achievements**

*Achieved a **Dubai Tour** in a national-level contest (**October-2010**).*

*Recognized for **Best Back-End Support** for **2009-2010** financial year in West Bengal.*

## **Personal Details**

<b>Permanent address</b>	<i>76/5, Sarat Bose Road, Sarat Colony. Near CESC Call Office, P. O. – Rajbari. P. S. - Airport, Kolkata – 700 081.</i>
<b>Date of Birth</b>	<i>21<sup>st</sup> Apr 1984</i>
<b>Marital Status</b>	<i>Married</i>
<b>Languages Known</b>	<i>English, Hindi and Bengali</i>
<b>Nationality</b>	<i>Indian</i>

*Date:*

*Place: Kolkata*

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