**BROTOTI BANERJEE**

53/9, Dharmatalla Lane

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West Bengal, INDIA Contact: **+91 9903363539**

**Career Objective**

**BBA** with around two years of experience in a Broking company. Looking to secure a position in a thriving

and a fast-paced environment where my skills will be utilized and appreciated.

**Work Experience**

**Worked as a Tele-Caller in KOTAK SECURITIES LTD** **[ 05/05/2005 - 01/04/2006]**

JOB ROLES & RESPONSIBILITIES

* Number of calls is up to hundred calls each day
* Set up appointments with interested customers and coordinating the same with the sales team
* Maintained the appointment list and feedback of the customers
* Cross-Selling of the products to the existing customers
* Generated ﬁve to seven leads each day and coordinating with the sales team regarding the same

**Worked as a Customer Service Executive in Kotak Securities Ltd** **[ 01/04/2006 - 01/01/2007]**

JOB ROLES & RESPONSIBILITIES

* Handling inbound related queries
* Solving on-line trading and Demat related queries
* Intimating the customers regarding their debit positions
* Co-ordination with the risk management team
* Uploading of cheques
* Co-ordination with banks regarding accounts.
* Handling dispatch of KEAT related queries
* Followed up with each customer to solve their queries and ensure appropriate actions were taken

**Worked as an Assistant Teacher in ST. HELEN’S SCHOOL [ 01/03/2012 - 01/10/2013]**

JOB ROLES & RESPONSIBILITIES

* Conducting classes up to Class Six.
* Setting up goals for the students and work with the class to help them attain these goals.
* Keeping an organized and orderly classroom that promotes creativity and learning
* Presenting lessons in a comprehensive manner.
* providing individualized instructions to each student by promoting interactive learning.
* Organize educational events like debates, elocution quiz context etc.
* Collaborating with other teachers and participate in meetings.
* Planning and execute education activities in class and outdoor activities and events like sports, exhibitions, annual functions.
* Preparing lesson plans and taking tests and completing revision tasks

**Software Proficiency**

|  |  |  |
| --- | --- | --- |
|  | **Operating Systems** | Windows 7, Windows 10 |
|  | **Applications** | MS Excel, MS Word, MS PowerPoint |

**Qualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Name of the College / Institute** | **Course Name** | **Total %** | **YOP** |
|  | The NIS Academy, Kolkata | **BBA** | 70 | 2006 |
|  | The NIS Academy, Kolkata | **PGDAM** | 65 | 2007 |

**Certifications**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Institute** | **Course Name / Certifications** | **Subjects** | **Total %** | **YOP** |
|  | Youth Computer Center  (Approved by WB Government) | **DFAS** (Diploma in Financial Accounting System) | 1. Fundamental DOS, Windows XP and MS-Word | **67** | 2009 – 2010 |
| 2. TALLY & EX-NEXT-GEN | **98** |
| 3. FACT & ACCORD | **94** |
| 4. MS-EXCEL & Visual FOXPRO | **99** |

**Skills**

1. Strong Communication Skills
2. Time Management Skills
3. Problem Solving & Creativity
4. Team Handling Ability & Flexibility

**Extra-curricular Activities**

* **C**ompleted up to 5th year in drawing approved by Bangiya Sangeet Parishad

**Personal Details**

|  |  |  |
| --- | --- | --- |
|  | Date of Birth | 09 -11-1983 |
|  | Nationality | INDIAN |
|  | Sex | FEMALE |
|  | Marital Status | SINGLE |
|  | Languages Known | ENGLISH, HINDI, BENGALI |

**Declaration**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

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**(Brototi Banerjee)**

Place: ……………………………

Date: …………………………….