DHITOSH ROY

Phone: +919933713179

Email: roydhitosh@gmail.com

TIME- OFF

- ✓ Reading Short Stories

PERSONALITY TRAITS

- ✓ Adaptability
- ✓ Sincerity
- ✓ Punctuality
- ✓ Good listener

PERSONAL DETAILS

Father name   : Mr. Santosh Roy

DOB   : 28th November 1995

Nationality: Indian

Address:114, Mridha Market Newtown Kolkata-700159

Languages known:

English (Read, Write, Speak)
Hindi (Read, Speak)
Bengali (Read, Write, Speak

CAREER OBJECTIVE

Seeking a challenging and rewarding role where I can utilize my skills in to contribute to the growth and success of the organization, while continuously learning and advancing my career.

ACADEMIC QUALIFICATION

Course (Stream)/Examination	Board/University	Year of Passing	Score
Graduation	Calcutta University	2018	**56.63**
Higher secondary	West Bengal Council for Higher Education	2013	**74.8**
Secondary	West Bengal Board for Secondary Education	2011	**65.25**

PROFESSIONAL QUALIFICATIONS:

Course	Institution	Score
Introduction of Remote Sensing	Indian Institute of technology Roorkee	**Successfully completed**

Experience:

»Backoffice Executive   **APR-2019 to Aug-2020**
Twist N Turns Saltlake
• Learned the most important thing that is Clients perspective which is very important for business growth.

• Managing data collected from other branches.

• Managing escalation mail received from the client related any issue and provide support with best possible manner.

» Senior E-commerce Executive   **Sep-2020 to Dec-2021**
Conneqt Business Solutions

• Creation, deletion and update tickets into the CRM (salesforce) of users account in Active Directory.

• Proficient in handling client inquiries related to orders and providing effective solutions in a timely manner

• Experienced in working both independently and collaboratively within teams to achieve project goals and deliver high-quality results.

• Dedicated to providing internal support and resources to empower teams to perform at their best. Committed to fostering a positive and productive work culture through mentorship, training, and creating opportunities for professional growth, ultimately contributing to the overall success of the organization

• Experienced in handling escalations from customers related to orders, resolving issues efficiently to ensure customer satisfaction and maintain positive relationships

• Proactively anticipate and address customer needs and concerns before they escalate, ensuring smooth order processing and high levels of customer satisfaction.

• Successfully managed night shifts to provide seamless support to customers and ensure uninterrupted service delivery.

• Proficient in utilizing Salesforce to provide effective solutions to customer queries and concerns. I was able to access customer information, track interactions, and provide timely and personalized support, ultimately enhancing the overall customer experience.

» Sr. Operation associate   Dec-2021 to Present

Infiflex Technologies Pvt. Ltd.

• Experienced in managing the Order to Cash (O2C) process, ensuring seamless coordination between sales, finance, and operations to fulfil orders efficiently and accurately.

•Skilled in managing AWS, Google Cloud, and Microsoft Azure billing processes, ensuring accuracy and efficiency in tracking usage and managing costs.

• I excel in leading and motivating teams to achieve their goals, through effective communication, delegation, and mentorship.

• I take ownership to solve problems by thoroughly understanding the issue, identifying root causes, and implementing effective solutions

course:

I am currently pursuing a web development course from Coding Ninjas. This comprehensive program covers various aspects of web development, including front-end and back-end technologies, along with practical projects and hands-on learning. Through this course, I am gaining proficiency in programming languages such as HTML, CSS, JavaScript, and frameworks like React and Node.js. I am excited to apply these skills to create dynamic and interactive websites and pursue a career in web development

Date: 13-MAY -2024
Place: Kolkata

Dhitosh Roy