

Curriculum Vitae

Santosh Kumar Patra.

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PROFESSIONAL OBJECTIVE:

"To make efficient and optimum use of skills acquired over a period of time while acquiring new ones and Working on existing shortcomings. This will result in a mutually beneficial relationship for the organization as well as the individual".

SKILLS:

- Good background in Office Administration and Costing Reduce Development.
- Work Independently.
- Keen sense of organization.
- Adaptable and flexible with the capability to accept change.
- Handle multiple tasks concurrently.

STRENGTHS:

- Leadership Quality, Teamwork and Good communication skills.
- Willingness to learn and desire to grow.
- Developing a friendly work culture with peers and sub-ordinates.
- Constant endeavor to improve upon existing systems and process.
- Any trouble in system clear the problem ,
- Done the all data in SQL data base, and access also.
- Done the Networking problem.

SUMMARY OF EXPERIENCE:

Organization : **TransExpress Logistics India P Ltd.**
(Division of Logistics).

Job Profile : **Audit Executive (Since 07st September 2015 Continue) Kolkata Corporate office.**

Responsibilities : Internal Audit.

- Checked all cash Voucher & Suspense account.
- Troubleshooting customer's queries service.
- Maintaining the Bank & Book updates.
- Customer Support and Relationship Management.
- Bank Reconciliation .
- Prepaid Report.
- Division & Branch Visit.
- Assisted HR with the documentation and joining formalities of new employees during training.

Organization : **Associated Road Carriers Ltd.**
(Division of Transport Ltd)

Job Profile : **Credit Control** (Since 01st October 2001 to 2002) PUNE Div Office. ✓
: **System Officer** (November 2002 to October 2006) Pune Div Office. ✓
: **Delivery Executive** (October 2006 to 2008) Nasik. ✓
: **System Executive** (May 2008 to 2012) Mumbai Regional Office ✓
: **Audit Executive** (June 2012 to 2014) Vishakhapatnam. Div Office
: **Excutive-Bussiness Associated** (July 2014 to December 2015) Regional Office HYD

Responsibilities: Process Customer Care/ I.T Supervision.)

- To provide customer service to the customer's based in India
- Troubleshooting customer's queries regarding products and service.
- Maintaining the database and daily updates.
- Customer Support and Relationship Management.
- Maintaining the database and daily updates.
- Assisted HR with the documentation and joining formalities of new employees during training.

Organization : **Dabon International Ltd.**
(Dabour Group of Companies)

Job Profile : **Territory Sales In Charge.**
(Since March 1999 till May2001)

Responsibilities: (Process Inbound– Controlling Sales Force).

- Selling the products and service to the customer's based in Mumbai.
- Sales Objective to achieve controlling sales force.
- Maintaining the Procurement of orders.
- Customer Support and Relationship Management.

Responsibilities : **(Process outbound - Call wave).**

- Up selling the products, service and retaining existing customers.
- Troubleshooting customer's technical and billing queries.
- Customer Support and Relationship Management.
- Keeping high degree of customer contacts on day-to-day basis and liaising with all levels of business community.
- Maintaining the daily updates.
- Administers and control the personnel deployed.

Organization : **M/s Krishna Agencies(Division FMCG.)**

Job Profile : **Administration and Business Development Supervisor.**
(Since 1997 April till March 1999.)

Responsibilities:

- Administers and control the personnel deployed.
- Understanding market requirements.
- Innovative ideas to bring to the website for generating business.
- Budgeting and Pricing Of Services.
- Keeping high degree of customer contacts on day-to-day basis and liaising with all levels of business community.
- Implementation stages and follows up on the progress.
- Customer Support and Relationship Management. and liaising with all levels of business community.
- Implementation stages and follows up on the progress.

EDUCATIONAL QUALIFICATION:

- Diploma in Mech Draughtman (I.T.T), Mumbai.
- Diploma in Computer Software, Mumbai.
- H.S.C from Mumbai Board.
- S.S.C from West Bengal State Board, KOLKATA

ADDITIONAL QUALIFICATION:

L - Learning
A - Average
G - Good

SKILL CHART	L	A	G
OPERATING SYSTEMS			
Windows 95 / 98 / 2000, XP, Windows NT, DOS.			✓
APPLICATIONS			
MS Office 2000, Internet.			✓

PERSONAL INFORMATION:

Date of Birth	:	18 th November 1979.
Sex	:	Male.
Marital status	:	Married.
Nationality	:	Indian.
Languages Known	:	English, Hindi, Oriya, Bengali ,Marathi and Gujarati.

PERSONAL INTERESTS:

- Personal Interest in Photography, Music, Sketching, Cricket, Travelling.

The above-mentioned information is true to the best of my knowledge.

(Santosh Kumar Patra).

Ref: Mr .Lyju Anthony Ji, HR Manager Mumbai Associated Road Carriers Limited.
Ref : Mr Bijay Kumar Panda , V –Trans ltd , Kolkata
Ref: Mr. Maveer Singh , QUIPPO OIL AND GAS INFRASTRUCTURE LIMITED.