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**Saurav Ganguli**

AS- 1, Block- A, Kalyan Sundram Appartments,

Tikrapara, Ramdas Nagar, Bilaspur, Chattishgarh,

Pin- 495004.

Mobile No : 9111444823 / 9711369912

E-mail Id : saurav247@gmail.com

**Job Objective:**

To utilize my skills towards a challenging career in a growth oriented and leading edge organization that recognizes and values individual contribution and which will provide me opportunities for continuing growth and advancement.

**Professional Experiences:**

1. B A Continuum India Pvt. Ltd (Gurgaon), a Subsidiary of BANK OF AMERICA: Worked from February 2010 to

May 2015

Designation:Team Member.

I started my carrier in their credit card vertical where I did sales and promotional activities for two years by serving the the customers of the United Kingdom. It was a blend of Sales, Customer Service and Collections.

**Key Responsibilities:**

* Worked as an Account Manager for a set of 150 customers.
* Profiling the customers, analyzing their needs and selling relevant products accordingly.
* Suggesting them to pay off their dues and collecting money from them.
* Helping the customers in financial difficulty by analyzing their income and expenditure report, selling them some relaxing plans to pay off their balance so that they can be saved from being declared as Bankrupt.

Then I moved to Home Loans and Mortgage vertical where I did sales and served in several ways to the US customers, Mortgage Loan Officers and the Home Service Specialists.

**Key Responsibilities:**

* Worked as a Sales Consultant in a B2C and B2B environment.
* Doing Sales to the high profile customers on behalf of Mortgage Loan Officers and Home Service Specialists, was responsible to close loan documentation.
* Helping the first and the third party Title Insurance Organizations in the US to prepare the Title Insurance Report.
* Processing the final loan documentation file along with the Title Insurance Report to the Underwriters.
* Managing the Team in the absence of the Reporting Manager and training the newly hired associates.

1. Shri Ram Vastralaya (Bokaro Steel City): Worked from February 2006 to December 2009.

Designation: Team Supervisor.

**Key Responsibilities:**

* Regular interaction with the high profile customers for selling the products of Shri Ram Vastralaya.
* Responsible to fulfill all the needs of the customers in order to deliver an excellent customer service and resolving their questions, complains and queries.
* Briefing the team members and motivating them to achieve the target.

**Academics:**

* Bacholers in Science from University of Vinoba Bhave

Hazaribagh: 2003 –2005

Secured 1st Class.

* 10+2 from B.I.E.C., Patna : 2001 – 2002

Secured 2nd Division.

* 10th from B.S.E.B., Patna : 1999

Secured 2nd Division.

**Technical Skills:**

* Proficient on MS Office
* Keyboard speed of 35 wpm

**Personal Profile:**

* Permanent Address : AS-1, Block- A, Kalyan Sundram Appartments, Tikrapara, Ramdas

Nagar, Bilaspur, Chattishgarh, Pin-495004, Cell No : 91 9009933200

* Date of Birth : 04/01/1984
* Father’s Name :Mr.Sudip Kumar Ganguli
* Marital Status : Married
* Languages Known : English, Hindi and Bengali
* Hobbies : Internet Browsing and making artifacts

**DECLARATION**

### I hereby declare that the above mentioned information is correct up to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

### Date:

**Place: Saurav Ganguli**