## MONORANJAN MOITRA

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## CAREER OBJECTIVE:

Seeking for a challenging and rewarding opportunity where my skills will be tested to the core & used to the maximum benefit in creation of innovative techniques and also to work within a team to understand the vision of organization and use all my ingenuity, integrity and knowledge to accomplish the mission through creativity and innovation persistently.

## CAREER CONTOUR

**Professional Experience:**

Working with Capgemini business services(india) as a senior consultant From September 22, 2014 to till 1st September,2015

Industry: Travel and Expenses(F&A)

Job Profile in Capgemini Business Services:

Check expense calculations, authorizations and supporting documents for accuracy and performs final processing of expense reports according to Honeywell’ Travel and Expense Policy.Maintain electronic expense reporting system which may include updating appropriate approvers and department assignments.Reinforce and clarify the Company’s Travel and Expense policy through communication with management and employees; enforce Honeywell T&E policy and report exceptions to managers and/or HR for resolution.After department approval, perform final processing of cash advances.Reconcile the Travel Department’s credit cards in the electronic expense system.Scan and file electronic receipts.Work with company appointed Travel Management Company to resolve all travel related issues.Provide customer service to the Company’s travelers in resolving expense report issues.Conduct audits of expense reports; review and resolve audit findings.Continually implement enhancements to Travel & Expense system to further improve and streamline booking and expense management processes, including testing and communication to management.Provide monthly and ad-hoc management reporting on travel and expense.Scan and upload vendor invoices into the AP Workflow.Provide responsiveness to requests from internal customers and external vendors.Proactive on day-to-day A/P issues.

* Worked with SCB scope as a **Senior Sales Analyst** from Jan,14 till Aug,14(8 months.)

**Responsibilities:**

* Ensure timely handling of all cases received in line with the customer communication TAT.
* Escalate cases basis the Escalation Matrix as and when required.
* Maintain cardholder contact records to reflect current information.
* Meet the expected turnaround time.
* Preparing weekly and monthly reports on complaints/queries received, servicing activities
* Analyze, Assess and Report cases accurately.
* Trigger any specific trends noticed while handling of cases Or Process Gaps to the immediate supervisor.
* Customer Data Confidentiality to be strictly adhered to .
* Worked with SCB scope as **Virtual Relationship Manager** (GCC-India-Mkt-VRM, S2S Retention) since Jan,11 to Dec,13 (3.2 years.)
* A result-oriented professional **with over 4 years** of experience in a inbound sales (banking, credit card), Customer Relationship Management, Product Development, Team Management.
* Expertise in Assets and liabilities product offered by bank.
* Skillful in designing training modules for Sales and marketing dept. evaluating the effectiveness of training programs by constantly developing & implementing pre and post assessment tools.
* Proficient at managing & leading teams for running Sales & Distribution channel & expertise in developing procedures and Sales Strategies for business excellence.
* A thorough professional with a proactive attitude, capable of thinking out of the box, generating new solutions and ideas for sales enhancement.
* Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.

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**Responsibilities**:

* Efficiently managed a team of 18-20 CSE.
* Ensure Sales Targets are met for self and for the team.
* Engaged in Acquisition of new business, retention of existing relationship and increasing the wallet share of the customer with a view to generate revenue to the bank.
* Maintain Product and Process Knowledge on Sales Product
* Zero Escalations & No Instances of Miss-selling
* Interacting with Process and Change Department to resolve operational issues as well as implementing new process & procedural changes.
* Providing value added service to customers, giving information regarding various services and products offered and escalating satisfaction levels.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Gave an overall good performance by being in platinum continuously in the dashboard and meeting the targets assigned
* Not only provided sales to the customers but also met the criteria of customer satisfaction through sales
* Assisting trainers for product training, Need based Conversation & training the new employees.
* Conceptualizing & developing need based training modules for developing multi-skilled workforce for cross utilization within sub processes for optimum efficiency.
* Conducting need based conversation to customer to ensure the right product at right time.
* Met all compliance and data security requirements

**Key Activities**:

* Manage Sales Cycle effectively and efficiently to meet Targets set by Business
* Charting out action plans for improvement in quality of Sales and service standards.
* Handling teams and monitoring their performance, evaluating performance and coaching on improvement areas.
* Planning targets, monitoring them and ensuring achievement of the overall targets on a regular basis.
* Creating and sustaining an environment that fosters development opportunities and motivates high performance through effective coaching and career development for the team members
* Worked with SCB scope as Senior executive (credit card & banking) since August 09 to Jan 11 (1.2year.)

**Responsibilities:**

* Interacting with Process and Change Department to resolve operational issues as well as implementing new process & procedural changes.
* Ensuring a high-quality Customer experience, analyzing and elevating CSAT (Customer Satisfaction) while adhering to the SLAs and work processes.
* Charting out action plans for improvement in quality and service standards.
* Handling teams and monitoring their performance, evaluating performance and coaching on improvement areas.
* Assisting trainers for product training & training the new batches on the floor.
* Conceptualizing & developing need based training modules for developing multi-skilled workforce for cross utilization within sub processes for optimum efficiency.
* Conducting Training Need Analysis for teams (Based on QA reports, Client feedback & live monitoring).
* Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
* Planning targets, monitoring them and ensuring achievement of the overall targets on a regular basis.

**Awards & Achievements:**

* Awarded employee of the month.
* Winner of inter college quiz contest.
* Appreciation From Peter Sands for sales and service performance(CEO of standard chartered group)

Worked as Customer Relation officer in **HTMT Global Solutions**. From July 25, 2008 to till July 1, 2009.

Industry: Telecom

Job Profile in HTMT GLOBAL SOL:

**Clint:Mobily**, this is the second largest GSM service provider in KSA. This provides 3g network in the Kingdom of Saudi Arabia.

The Customer Representative Officer (CRO) team will be point of contact in the Commission for dealing with complaints, queries and requests for information from initial contact to resolution. The complaints and queries will be categorised as those that will be resolved directly by the CRO and those that will be, logged, processed and assigned to relevant division in CER for response or feedback within agreed Timelines (“managed”) by the CRO.

Role description:

* Take full responsibility for the dealing with relevant customer complaints, queries and requests for information for the start to the end of the process.
* Ensure that both an appropriate and adequate investigation takes place in all cases. This includes the recording of all communications between the various parties and all information taken into consideration.
* Must approach all matters in a non biased and professional manner.
* Draft documentation as required and requested.
* Input to the development and ongoing updating of information the Commission’s customer website.
* Worked as Process Associate in Learning & Development in **Hewlett Packard Business Process Delivery Organization Global e: Business Centre from Feb 2007** to till Aug 2007.

Industry: L&D

Job Profile in HP:

Processing the virtual classroom logistic support process outsourced tasks in line with the process/customer specified Metric’s and TAT as per the SOW guidelines. Follow on in clarifications, Event creations in ELMS & DSMT; provide value added services, Premier & Intercall booking as specified in the input. Update logistic information on share point, provide Query resolution for last minute calls, Submit purchase order creations for External vendors, Route all consulting queries to VCPA, Maintain Green Bft’s. Preparation of reports, Response to Queries, and participation in Quality. Get updates from VCPA & WD process specialist on new policies & procedures. Involve System’s team for all process changes. Conduct team meetings, document the same. Rework before training.

**Educational Qualification & Certification**

Master in Computer Application.

National Institute of Engineering

Major in Computer Application

Aggregate of 69.6%

Year of Passing: 2008.

## Technical skills:

Operating system: windows xp, 7.

Languages:c, c++, JavaScript, VB.

RDBMS: SQL Server.

Testing tools: Performance Testing, HP Quality Center 9.2, performance tool

## PERSONALITY PROFILE

* Flexibility and Adaptability to new cultures.
* Ability to manage difficult tasks in a pressured environment.
* Integrity, Commitment, Dedication and Discipline.
* Dedication...willingness to walk the extra mile to achieve excellence.
* Maintain perfection in all tasks undertaken.

**HOBBIES:**

LISTENING TO MUSIC, READING AND PLAYING FOOTBALL.

## PERSONAL information

Father's Name : Mr. Moni Mohan Moitra

Mother’s Name : Mrs.Renuka Moitra

Date of Birth: 22-11-1982

Gender : Male

Marital Status : Single

Nationality : Indian

Languages known : Proficient in English, Bengali and Hindi

I hereby resolve that the details furnished above are true to the best of my knowledge and belief.

DATE :

PLACE:

Monoranjan Moitra