

Sabyasachi Chatterjee

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Address: 290, Type-3, HFCI Colony, Bidhannagar,
Durgapur, West Bengal
Date Of Birth: 25/05/1997



Summary:

Results-driven professional with 2+ years of experience in team management, negotiations, client handling, data analysis, and project management. Currently thriving as a Customer Support Executive at Randstad India Pvt Ltd, excelling in SLA and TAT adherence. Dedicated to strategy development, customer interaction, and market development. Actively pursuing an MBA in Logistics and Supply Chain Management to complement practical experience with advanced theoretical insights.

Experience:

➤ **Randstad India Pvt Ltd, Kolkata, West Bengal** **Customer Support Executive (CSE) (01/2023 - Present)**

Currently working on the Versuni India Home Solutions Limited project, formerly known as Philips Domestic Appliances India Ltd. My Job Role and responsibilities are:

- **Service Operations and Strategy Development:** Developed and implemented service strategies, risk management procedures, and disaster recovery plans. Coordinated with the logistic team and vendors to resolve pending calls for part or exchange.
- **Customer Satisfaction and Service Centre Management:** Managed service inquiries, contracts, emergency service, warranty, and exchange requests. Maintained a 100% SLA, identified, and prioritized service requirements, and tracked delivery details for pending calls.
- **Team Management and Training:** Led and developed the service team, ensuring proficiency in customer inquiry handling. Supported the development and training of new service team members. Conducted training sessions for all service centres, including owners, managers, and technicians, on new processes or product releases from the head office.
- **Operational Planning and Reporting:** Generated MS Excel reports created CRR and RDN Challan and conducted manual audits for accuracy.
- **Performance Analysis and Market Utilization:** Utilized market conditions and data trends to enhance the Service Department's overall performance.

➤ **Think and Learn Pvt Ltd (Byju's), Bangalore, Karnataka** **Product Specialist (08/2021 - 01/2023)**

Started as a Student Success Specialist and retained 35% customers for cancellation, later transitioned to the Product Expert team. My Job Role and responsibilities were:

- Provided post-sales support and ensured outstanding customer service.
- Monitored and analysed student progress, reported to parents, and offered practical suggestions.
- Maintained SLA and TAT, handled tech, sales, and logistics support.
- Proficient in Salesforce (CRM Tool), Ameyo (Calling Tool), Google Sheets, and Gmail.
- Investigated fraud sales, booked student appointments, and managed course subscriptions.

Education:

➤ **Pursuing MBA Specialization in Logistics and Supply Chain Management** Symbiosis School of Online and Digital Learning, Symbiosis International (Deemed University) (09/2023 - 10/2025)

➤ **B. Tech in Electronics and Communication Engineering**

Dr. B. C. Roy Engineering College- Durgapur, West Bengal
(05/2019 - 07/2021)
CGPA: 8.06

➤ **Diploma in Electronics and Telecommunication Engineering**

Dr. B. C. Roy Polytechnic- Durgapur, West Bengal
(04/2014 - 07/2017)
Overall Percentage: 78.3%

➤ **Higher Secondary**

Panchra High School- Panchra, Birbhum, West Bengal
(07/2014)
Overall Percentage: 52.4%

➤ **Secondary**

Panchra High School- Panchra, Birbhum, West Bengal
(07/2012)
Overall Percentage: 60%

Skills:

- **Customer Service Excellence.**
- **Service Operations Management.**
- **Relationship Development.**
- **Quality Assurance and Process Improvement.**
- **Communication Skills.**
- **Time Management.**
- **Leadership.**
- **Teamwork.**
- **Microsoft Word.**
- **Microsoft Excel.**
- **Logistics.**
- **Supply Chain Management.**
- **Team Management.**

Languages:

- **English**
- **Hindi**
- **Bengali**

Awards:

- **Byju's ACE Quarterly Service Superstar Award (6/10/2022)**

Declaration:

I do hereby declare that the above information mentioned in my curriculum vitae is true and correct to the best of my knowledge and belief.

Date: 07.05.2024
Place: Durgapur

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