

## CURRICULUM VITAE

### Joyoti Dey Bose

Total job experience: 7 years & 6 months

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Current location: Kolkata



### Career Objective

To grow with the esteemed concern by continuous upgradation of new technology and increasing performance. I want to be part of a team where I will be able to learn, contribute and enjoy my work and at the same time add value to my organization.

### Current Employment Details

<b>Employer/Company Name</b>	:	<b>Kaikan Ford, Kolkata</b>
<b>Department</b>	:	Heading Process/Quality & Customer Relations (Sales & After Sales)
<b>Designation</b>	:	<b>Guest Experience Manager</b>
<b>Job Description</b>	:	Direct reporting to the Dealer Principal Process implementation Monitoring process adherence and sustenance Quality retention Holding internal assessment at regular intervals Holding Management Action Meeting (MAM) at regular Interval Direct communication and process updation with Ford India Providing internal training and coaching to the employees about Ford process and individual roles/responsibilities
<b>Duration</b>	:	December 2016 – September 2018 (1 year & 10 months)
<b>Training attended</b>	:	GEM Induction programme attended in Bangalore, organized by Ford India in Hotel Sheraton Grande, Bangalore

### Previous Employment Details

<b>1) Employer/Company Name</b>	:	<b>Audi Kolkata (Mohan Motors Distributors Pvt. Ltd.)</b>
<b>Department</b>	:	After Sales (Audi Service)
<b>Designation</b>	:	<b>Customer Relationship Manager</b>
<b>Job Description</b>	:	Handling after sales escalations. Maintaining tracking sheet of vehicle reporting and delivery through DMS (Dealer Management System). Maintaining PSF (Post Service Follow up) Tracker.

Updating of Audi Escalations (NSC/AG) in Skelta (Audi online server).  
 Updating and maintaining complaint tracker and Analysis of customer feedback.  
 Monitoring and maintaining IACS Tracker for the current period  
 Analysis of feedback in CSS (Customer Satisfaction Survey)  
 Analysis of customers internal complaints analysis and proactive resolution

- Duration** : March 2014 to November 2016 (2 year & 9 months)
- Training attended** :
- (a) Training attended on Kick Start in New Delhi organized by Audi India
  - (b) Training attended on Product Module (A and B Segment) in New Delhi organized by Audi India
  - (c) Training attended on CCBT (Customer Care Basic Training) in New Delhi organized by Audi India
  - (d) Training attended on Sales Psychology and Law organized by Audi India in Hotel Grand, Kolkata
  - (e) Training attended on Service Core Process (SCP) in New Delhi organized by Audi India
  - (f) Training attended on Audi Top Service in Gurgaon (Hotel Radisson Blu) organized by Audi India
  - (g) ) Attended National CRM Conference 2015 organised by Audi India in Hotel Taj Bengal, Kolkata
  - (h) Training attended on CCAT (Customer Care Advance Training) in New Delhi organized by Audi India
  - (i) Attended National CRM Conference Quarter-1, 2016 organised by Audi India in Mumbai
  - (j) Attended national CRM Conference Quarter-3, 2016 organised by Audi India in Novotel Imagica, Pune

**2) Employer/Company Name:** **BMW Kolkata (OSL Prestige Pvt Ltd- Premium Car Partner )**

**Department** : After Sales (BMW Service)

**Designation** : **Customer Relationship Executive**

**Job Description** :

- Handling customer complaints
- Maintaining tracking sheet of vehicle reporting and delivery.
- Maintaining PSF (Post Service Follow up) Tracker.
- Handling BMW service booking system (ISPA) and updating
- Maintaining complaint tracker and Analysis of VOICE feedback

**Duration** : March 2012 to February 2014 (2 years)

**Training Attended** : Training attended on DMS (Dealer Management System) in Hotel Taj Bengal, Bangalore (organised by Incadea).

Software hand on training given on DMS (including the knowledge of invoicing, tax calculation, vehicle service booking, receipt order, customer ID creation etc.

: Training attended on Gurgaon (BIRD Automotive - BMW dealer) organized by BMW India.  
Covering the topic of : BMW Model range, Condition Based Service (CBS), Run Flat Tire, Passive Safety System, Brand Behaviour, Communication Process, BMW Service Process, Complaints/Customer Handling

**3) Employer/Company Name : ICICI BANK LTD.**

**Department :** Retail Banking (Branch)  
**Designation :** **Privilege Banker/Relationship Manager**  
**Job Description :** Providing privilege banking service to HNI (High Network Individuals) clients and cross selling banking products.  
**Duration :** April 2011 to February 2012 (11 months)

### Academic Qualifications

<i>Degree</i>	<i>Institute/ University</i>	<i>Discipline</i>	<i>Year of Passing</i>	<i>% Aggregate</i>
MBA	E.I.I.L.M.	Marketing / Finance	2011	72%
Graduation	South City (Sivanath Sastri), University of Calcutta	B Com (Hons) (Accountancy)	2008	54%
Higher Secondary	Bidhya Bharti, WBCHSE	Commerce	2005	68%
Secondary	Bidhya Bharti, WBCSE	General	2003	64%

### Projects Undertaken

#### External Project

- Project Title – To Build Awareness For Management Studies Driven by MBA Express
- Organization – Dream Makers Career Solution Pvt Ltd.
- Duration – 2 Months

#### Internal Projects

- Project Title – A Study On Competitive Standing And Brand Positioning Of Coca-Cola.
- Project Title – A Study on Demand of CFL in Household Sector.
- Project Title – A Study on Significance and Application of Organizational Behavior in Organization.
- Project Title – Adaptation and Application of the SERVQUAL Scale in IT Sector.

### Professional Attainment

- Industrial visit to M/S Bengal Beverages Pvt Limited (Authorised dealer of Cocacola) in Dankuni.

### Co-Curricular Activities

- Participated in Dancing and Singing Competitions at School Level
- Participated in NEN Entrepreneurship Week (E-WEEK)- 2010
- Participated in NEN Entrepreneurship Week (E-WEEK)- 2011

### Achievements

- Certificate in Rabindra Nritya from Pracheen Kala Kendra

- Certificate in Rabindra Sangeet from Pracheen Kala Kendra
- Certificate in Vocal Classical from Pracheen Kala Kendra
- Certificate in Computer Awareness Course from CMC ACADEMY LTD
- Certificate in TALLY 9
- Stood 3rd in Rs 100 venture in E-WEEK (2010)
- Certified in IRDA

## Strengths & skills

- Fluent in English, Bengali & Hindi with proficient reading & writing capabilities.
- Hard work, Dedication, Positive Attitude, Urge to Learn.

## Personal Details

**Date of Birth** : 19<sup>th</sup> May 1986.  
**Nationality** : Indian  
**Religion** : Hindu  
**Status** : Married  
**Language known** : English, Hindi & Bengali.

## Contact Details

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## Declaration

I hereby declare that the informations given by me in the above curriculam are true, complete and correct to the best of my knowledge and belief.

Place : Kolkata

Yours Truly  
Joyoti Dey Bose