

MITHUN ROY

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EXPERIENCE

Executive Associate

(May '22 - April '24)

Creative Ads | Cooch Behar (WB)

- ❖ Responsible for page and classified advertising sales and promotions.
- ❖ Created successful advertising promotions which increased ad revenue by 50%
- ❖ Worked with senior management to initiate new projects and assist in various advertisement processes
- ❖ Monitored and responded to client emails, and resolved complaints and issues 50% faster.
- ❖ Used MS Office, Word, and Excel for correspondence, and scheduling decreased clerical error by 20%
- ❖ Handled 20+ emails per day to address client inquiries while establishing professional-client relations.
- ❖ Managed administrative tasks, including filing documents, organizing, and handling schedules.
- ❖ Provide friendly customer service in person and over the phone daily.

SKILLS

- ❖ **Expertise Area:** MS Office, Word, Excel, PowerPoint, Canva, Googling, Email, Typing
- ❖ **Non-Technical:** Data Entry, Social Media, Scheduling, Billing, Inventory Management, Note-taking, Account reconciliation, Database Development,
- ❖ **Familiar with:** HTML (90%), CSS (80%), and JavaScript (50%)
- ❖ **Soft Skills:** Friendliness, Organizational, Time Management, Verbal Communication, Multitasking, Professionalism, Adaptability etc.

EDUCATION

- ❖ **BA Program (English)** CGPA: 7.18/10
Cooch Behar College (CBPBU) (Aug '18 – Jul '21)
- ❖ **12th (WBCHSE)** Percentage: 76%
Rashidanga SM High School 2018

POSITION OF RESPONSIBILITY

- ❖ **Basic Computer Teacher** (Nov '22 – Jan '24)
I teach computers to more than 10+ students
- ❖ **Teamwork** (Apr '23 – Jul '23)
Mentored two junior office assistants who met 90% of their goals in their first three months.

INTEREST

- ❖ Self-Improvement
- ❖ Music Listening
- ❖ Travelling

LANGUAGE

- ❖ English
- ❖ Hindi
- ❖ Bengali