

CURRICULUM – VITAE

MADHUSHREE CHAKRABARTY

Address:

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Career Objective:

To obtain a responsible career, where I can optimally utilize my education, qualification as well as gain professional experience for making significant contribution in a progressive and dynamic organization.

Experience:

- 1) Worked as an eCommerce Executive at Benzara Inc. since Feb 2017 to Feb 2018.
 - Contacting the customers and resolving their queries and issues on everyday basis
 - Processing orders from various channels in the company portal.
 - Worked on various US based eCommerce websites such as Amazon.com, Walmart, Sears, Wayfair, Overstock, Hayneedle, Oceantailor, etc.
 - Worked specially on Amazon.com for the removal of negative feedbacks, have a check on the rankings, the response time and late shipment level.
 - Business analysis for profit maximization of the company and minimization of process bottlenecks.
 - Contacting various vendors and drop shippers on regular basis for shipment delays.
 - File complaints with the shipping companies for damaged shipment, late shipment or missing parts of the products.
 - Coordinating with other teams such as the Listing team, Vendor team and various sales channel teams to optimize channels for a better customer appeal.
 - Coordinating with the US warehouse team to check the inventory and other details of the products.

- 2) Worked in SIS PROSEGUR as Executive Key Account Manager since April 15, 2014 to August 31, 2016.
 - SPOC for pan India operations for the clients such as Mphasis, Hitachi, FIS, FSS, etc.
 - Managing client escalation with ensuring cordial relation.

- Following up with the team & and other stake holders for the takeovers and escalations
- Reaching out to the banks & other financial institution for resolving their ATM related issues
- Negotiation by meeting with the clients for new business based on business analysis
- Preparation of the Monthly Management Report & MIS
- Preparation of the Monthly Performance Graph for the clients

Educational Qualification:

Highest Level	Post Graduation
Field of Study	Post Graduate Diploma in Banking & Finance
University	Symbiosis Centre for Distance Learning (SCDL)
Years	2015-17

Field of Study	B. Com (H)
Years	2009-2012
University	Banaras Hindu University (BHU)

Intermediate	Dhanbad Public School
Field of Study	Commerce
Years	2009
University	CBSE Board

Computer Knowledge:

- Working knowledge of MS-Word, Excel, Power Point and Internet.
- Worked on various eCommerce software such as Shopify and Magento

Extra-Curricular Activities:

Participated in:

- Academic (a discussion group), BHU,
- Personality Enrichment Workshop, BHU,

- National Conference, BHU.
- National Conference on Innovative Management Practices in Banking and Insurance Sector- Global Perspective.
- National Seminar on Environmental Concern and Sustainable Development- Issues in Challenges for India.
- National Conference on Higher Education in Current Scenario.

Hobbies:

Interacting with People, DIY stuffs, Internet surfing for trending innovative techniques for making best out of the wastes, etc.

Personal Particulars:

Name	Madhushree Chakrabarty
Fathers Name	Sapan Kumar Chakrabarty
Date of Birth	20 th September 1990
Gender	Female
Marital Status	Single
Nationality	Indian
Languages Known	English, Hindi & Bangla

Place: New Delhi

(MADHUSHREE CHAKRABARTY)