                                           RESUME

NAME   :                **Anasua Das**

FATHER’S NAME:    Surajit Das

ADDRESS:                 17/1/H/3/1 Ultadanga Main Road, Kolkata - 700067

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DATE OF BIRTH:        21st July 1988

GENDER:                     Female

NATIONALITY:            Indian

RELIGION:                   Hinduism

**EDUCATIONAL QUALIFICATION :-**

* Passed  Madhyamik  Pariksha from W.B.B.S.E with 1st Div in the year of 2004 (64%).
* Passed Higher Secondary from  W.B.C.H.S.E  with 1st Div in the year of 2006 (69%).
* Passed B.A (Bengali  Hons) from Calcutta University  with 2nd Class in the year of 2009 (55%).
* Passed M.A(Bengali) from RBU with 2nd Class in the year of 2012 (57%).

**WORKING EXPERIENCE :-**

* Worked as a CSA in Tech Mahindra (Back Office BPO Domestic) for 1 year 6 months (2009 Jun to 2010 Nov).
* Resolving customer complaint raised by frontend.
* Calling customers to provide better service.
* Taking customer’s feedback for process improvement.
* Making daily issues report to reduce common problems.
* Making daily team performance report.
* Mentoring team as a Sr. Associate to improve team performance.
* Worked as a B.A in Futurz Solution (Back Office TCS BPO International) for 9 months (2011 Jan to 2011 Sep).
* Making Bills for ERU (Energy and Recourses) Domain for New Jersey Customers.
* Segregation of work to the respective team.
* Mentoring team members for their improvement.
* Conducting team meetings to meet client satisfaction level.
* Making weekly team report.
* Worked as a Practitioner in IBM (Back Office BPO International) for 11 months (2012 July to 2013 May).
* Working as Inbound Process Executive.
* Taking Customer Calls to resolve issues.
* Mentoring team members about customer satisfaction.
* Worked as a Business Development Manager (Across the Countries except India, Bangladesh & Pakistan) in Trendz Design Studio for 6 years (2014 Jan to 2020 Jan).
* Handling projects and bulk orders.
* Acting Team Leader for Designer and Executive Team (Team Strength 25).
* Communicating with clients regularly to make rapport and get more business.
* Taking care of deliverables to the client within the committed time.
* Giving training to the Executives about making business and sending quotations.
* Sending Quotations to the reputed clients for regular bulk order.
* Taking decisions regarding pricing and offers.
* Team Building session taken for business growth.
* Recruiting people as per requirement.
* Taking interviews to recruit designers and executives.
* Mentoring team members for better performance.
* Generating regular business.
* Working as a Senior Executive in Stream Wave Technologies (Jan 2021 to till now).
* Calling customers to provide better service.
* Taking customer’s feedback for process improvement.
* Making daily team performance report.
* Mentoring team as a Sr. Executive to improve team performance.
* Giving training to the team members about communication skills and troubleshooting.
* Helping team leader to manage team responsibilities and performance.
* Giving feedback to the team members about their performance.
* Taking one to one session as per requirement.

**LANGUAGES KNOWN:**  English (S/R/W), Hindi (S/R/W), Bengali (S/R/W)

DATE :

PLACE  :  Kolkata