SOUMYA PRATIM SIRCAR

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# Objective

Seeking a valuable position in an organization that offers professional growth alongside significant responsibility for a long term career progression. Further I would like to implement the best of my abilities & skills for carving out a niche within the organization by the dint of smart work.

# Work Experiences

# Worked as a Process Associate for UK Lead Generation ( Lifestyle Survey ) , Energy Supplier Conversion ( Cross Selling ) and PPI Claim Settlement ( Inbound ) Processes in Oasis Infocom.

* Later, elevated to the designation of a Quality Analyst and worked in UK Lead Generation & PPI Settlement/ Compliance ( Inbound ) processes from April 2015.
* Further, provided with the additional responsibility as a Process Trainer for UK Lead Generation from March 2019.

√ Date of Joining: 10th of February 2014

√ Date of Release: 28th of January 2022

# Worked as a Telecalling Executive in SSI Infosys for UK Lead Generation process. Later , served in capacity of a Subject Matter Expert for the same process.

√ Date of Joining: 9th of July 2012

√ Date of Release: 7th of January 2014

# Worked for various event management organizations as Brand Executive for several promotional events & later as the Team Leader to supervise different event auditions, marketing and exhibition sales campaigns.

# Job Responsibilities

* Make survey calls to people & generating potential sale leads for various brands of Energy, Insurance & Charity.
* Make outbound calls to customers & sale products / services by brand conversion (Up selling & Cross selling)
* Audit calls of fellow executives to observe performance gaps & provide instant feedback on performance concerns.
* Motivate & encourage associates through positive communication and feedback by conducting 1:1 interactive sessions with respect to process development.
* Making use of all available QC Tools for extensive call audits and generating weekly report based on the observations. Assessment of individual scorecard for every associate & provide real time feedback.
* Audit calls following SOPs pertaining to TAT & also maintain quality evaluation report for individual associates.
* Editing of calls (if required) to ensure minimum rejection & nullify errors for increased revenue generation.
* Conducting calibration sessions among QA team & maintain evaluation scorecard. Also following up with recorded voice calls to identify & save samples of parameter wise best calls. Further, leading quality sessions every week & share individual assessment report for overall process improvement.
* Attending client interactive sessions to achieve a better understanding of quality control , assurance and process specific insights.
* Conducting training for new recruits pertaining to organization’s business needs alongside specific ice-breaking and activity sessions enabling them to blend with the company's environment: it's working culture and work ethics.
* Training freshers for UK Lifestyle Survey Process by introducing them to the basic working concepts of BPO, helping them to build a professional attitude, imparting them with extensive process knowledge and guiding them through quality certification.

Education Summary

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Status* | *Degree* | *Board* | *Institution* | *Percentile/Grade* |
| Completed | BSc.  Biotechnology | Sikkim Manipal University | Sikkim Manipal University | ‘B’ |
| Passed | A.I.S.S.E (+2) | C.B.S.E | North Point Senior  Secondary School | 60.50 |
| Passed | Secondary (10th Standard) | C.B.S.E | Birla High School | 58.40 |

# Personal Details

Father’s Name: Late Kamalendu Sircar

Date of Birth: 31st of October, 1983

Sex: Male

Nationality: Indian

Marital Status: Single

Languages Known: English, Hindi and Bengali

Leisure Time Activities: Listening to Music, Traveling, Meeting & Interacting with new interesting people, Cooking, Following Sports and Learning Vedic Astrology.

Signature :

Date :