**Curriculum Vitae**

**MS. SUNETRA DASGUPTA**

**Gangutia Road, Kulti. PO-Gangutia**

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**OBJECTIVE**

**To ensure consistent performance with completion of the assigned roles and responsibilities to achieve the individual as well as organisational goals with best of my efforts and prosper in my career.**

**EXPIRIENCE**

**Currently working with Genpact as Management Trainee in retail deduction team for Coca-Cola process since November 2021 till date.**

**Profile:-**

**We receive back up from the customer and we have to check for what reason the customer has paid less payment for the products send to them. After validating for what reason they have deducted the amount we raise claim for the customer, if it was a valid deduction. The deduction of payment may be for product cut, price mismatch, scale weight, etc of the products. If after investigating we find that the reason for deduction for the products are invalid in that case we send out email to the customer for repayment.**

**Previously worked with Accenture as General Accouting Ops Analyst in order to cash team of Medtronic process since January 27,2020 till March 4th,2021.**

**Profile:-**

* **We receive the purchase order from the customer and we have to enter the details of the customer in the order and we send the invoice to them. Sometimes the customers ( hospitals) send us the details to only fill up there stock in the hospitals, so we do the fill up for the hospitals.**
* **Sometimes when we receive the PO( Purchase order) copy there can be some details which are mentioned in the PO copy will not take by the system due to some error, in that case we send the email to the front office and they contact with the customer and get the correct details from the customer . Then we proceed with the order entry by removing the block which we had to apply at the time of creating the order.**
* **We also receive the details of the patients and about the surgery which had already been taken place and we had to enter the details in the order and we block the order .Once we receive the purchase order we create the invoice and send it to the hospital.**

**Previouly worked with Capita as Associate in the Investigation Team of DPD process till 29th November,2019.**

**Profile:-**

* **To investigate the query of the sender (Amazon,DHL,Daysoft,Brightstar,etc) by checking about the status of their parcel. We search in the cases, where the parcel was last scanned or from where the parcel was missing. Where needed we chase the depots and hubs for the status of the parcel. We chase the depots and hubs according to the hierarchy. We chase the depot quality manager and the operation manager on the 3rd day of the investigation raised and if the resolution is not received within24 hours, we chase the depot manager and then the regional manager for the resolution. Sometimes if the resolution is not satisfactory or not received within the turnaround time that is within 5 working days then we call the depot for the updates. The resolution is send to the senders through an email.**

**Previously worked with Ocwen Financial Solutions Private Limited as Research Associate since April 2, 2015 till October24,2018.**

**Profile:-**

* **To research the inquiries of the home owners regarding their loans and to give them solution by doing research of their accounts through letters.(For example :- if the borrower wants to know whether his payments for the months of January 2016 has been received by us or not then we have to research and find it out in the transaction history of the borrower that whether we have received the payment of the borrower or not and according to that we have to give response to the borrower though letter.)**
* **When any correspondences comes to us we have to code the correspondence according to the inquiry of the borrower ,like whether the inquiry of the borrower is for Loansetup, Escrow, Fees and cost, etc according to that we have to code the correspondence and open the workflow so that we can go ahead and do research towards the inquiry of the borrower and give them response through letter.**

**EDUCATIONAL QUALIFICATION**

**Completed PGDM in finance specialization from Pune Institute of Business Management.**

**Completed B.com from Burdwan university, Kulti College, West Bengal**

**Completed I.S.C from Assembly of God Church School (Ukhra)**

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**OTHER QUALIFICATION**

**NCFM (Financial Market Beginners Module)**

**Tally (Version 9)**

**Co-Curricular Activities:**

* **Singing Committee member.**
* **Member of a drafting committee.**
* **I was the head girl of my school (2007-2008, Assembly of God Church School, Ukhra).**

**Business Exposure/Key Projects**

* **Summer Internship at: TATA AUTOCOMP GY BATTERIES.**

**14th May, 2014 - 14th July 2014 (60 days)**

**Project: To analysis the product wise profitability in TATA AUTOCOMP GY BATTERIES.**

**(To know which product is fetching the company profit and which is giving the loss.)**

* **To get to know how to work in a SAP software.**
* **To know how internal audit in a company actually held.**
* **To know how product wise profit and loss is identified.**
* **Winter Internship at**: **MAHLE FILTER SYSTEMS INDIA PVT LTD.**

**16th Dec 2013 - 6th Jan 2014 (20 days)**

**Project: To analysis the tax structure and cost structure in Mahle Filter Systems Pvt Ltd.**

* **Learned how excise duty, and central sales tax is being charged and how original bill is being Passed**
* **The observation was that how huge number of bills of more than 80 companies were passed every day, how taxes are levied on those bills and how in Sap, the accounts of the companies are maintained.**
* **Recommendation is that online payment should be done for the workers, and the staffs.**

**Hobbies**

* **Listening to music**
* **Collecting key chains**

**PERSONAL DETAILS**

**Father’s Name : Dilip Kumar Dasgupta**

**Mother’s Name : Swapna Dasgupta**

**Date of Birth : 24th March 1988**

**Language Known : English, Hindi, Bengali**

**Gender : Female**

**Nationality : Indian**

**Marital Status : Single**

**Permanent Address: Gangutia road, Kulti**

**P. O Gangutia,**

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(SUNETRA DASGUPTA)