**CURRICULUM VITAE**

**SUBHASREE SEAL**



**Contact Details**:

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**Objective** : To work in conductive working environment where I can implement my knowledge and experience.

**Education Qualification:**

| **Name of Exam** | **Name of Board** | **Institution** | **Year of Passing** | **Division** |
| --- | --- | --- | --- | --- |
| M.Com | IGNOU | Bhairav Ganguly College | 2011 | Second |
| B. Com (Hons) | Calcutta University | Surendranath College for Women | 2006 | Second |
| Higher Secondary (Commerce) | W.B.C.H.S.E | The Park Institution | 2003 | Second |
| Secondary | W.B.B.S.E | Saraswati Balika Vidyalaya & S.S.S | 2001 | First |

**Computer Skills :** MS Office, Basic Tally course and GNIIT (Management Information System) from NIIT, Kolkata with 79% score.

Completed Facilitation Skill from IBM as a Process Trainer (SME) and Teacher’s Training Course from NSOU

**Great Experience :**

I got an opportunity for a transition of a new process to CHINA (Shanghai) and got a

chance for SME role for accounts payable project in SAP platform. Given training for my new colleagues and help them to do the activity correctly with lot of hard work and patients. It was an amazing experience to grow career.

**Work Experience :**

| **Name of the Company** | **Designation** | **Department** | **Duration** |
| --- | --- | --- | --- |
| Mouritech Pvt Ltd. | SME and Quality Analysts | HR Payroll Service | July’22 to April’23 |
| Wipro Ltd | Technical Associate | HP – Printer Support | June’21 to July’22 |
| Xplore Tech Service Pvt Ltd (Fusion BPO) | Customer Service Associate | Hospitality Service | Sept’19 to May’21 |
| Capgemini India Pvt Ltd | Senior Consultant | Project Accounting and Accounts Payable | Mar’15 to Apr’19 |
| IBM Daksh Pvt Ltd | Senior Customer Executive | UK Bank and Accounts Payable | Aug’08 to Nov’13 |

**Activity of Mouritech (HR Payroll Service):**

1. Work on payroll service
2. Generating report for employee’s salary slips and sending reports to client
3. Validating invoice copy and encrypt file with the password
4. Doing Quality checking for the team, based on error publish the report and share EOD report to the client
5. Started giving training to the team for new process update and new comers.

**Activity of Wipro (Voice Process Technical Support for HP Printer):**

1. Worked on customer printer installation

2. Software Installation on customer system through remote connection

3. Connect with IP address to get it connected for the technical support

4. Wi-Fi Direct connection through Mobile and the printer

5. Wireless connectivity through Laptop or Desktop with the printer.

**Activity of Fusion (Voice process for OYO Hotel Booking, Cancellation):**

1. Worked on inbound call
2. Specification is booking of OYO hotel room for US and UK projects.
3. Need to do outbound call as per process requirement
4. Monitoring team calls for their upskill and worked as a process trainer there
5. Sending report to the client for the booking, rejection and call related issues.

**Activity of Capgemini (Accounts Payable and Project Accounting):**

1. Invoice Processing and Employee Expenses Claim Processing
2. Sending invoice to the client with the details of dispute cases
3. Contact vendor regarding invoice copy and work on timesheet for employee’s duty hour in GFS
4. Worked on SAP for accounts payable department
5. Making report and send this to the client at the EOD
6. Giving training to the team members
7. Making process flow or SOP
8. Take conference call with client regarding process update

**Activity of IBM (UK Bank and Accounts Payable) :**

1. Started career as a fresher after that got a promotion in as a senior and worked as a Subject Matter Expert (Trainer)
2. Worked in Fixed Deposit department (a/c opening and closing and sending interest to the customer’s account based on their choice)
3. Transfer money from bank NPA to customer account
4. Send EOD to the manager and client through the application
5. Worked on different department (FD, Savings and COA and CCBO)
6. Processing Invoices in SAP platform
7. Making SOP, giving training to the new comers and attained the meeting with the client through video client along with my manager and process lead.
8. Worked on email handling department for critical queries and entries.
9. Sometime worked on Record to Report (R to R) just to generate the report to help the other team members to their heavy work volume.

**Professional Details :**

**Name :** Subhasree Seal

**Date of Birth :** 31/10/1984

**Father’s Name :** Prodyut Kumar Seal

**Gender :** Female

**Nationality :** Indian

**Marital Status :** Single

**Language known :** Bengali, Hindi and English

**Hobbies :** Listening music and singing

**Extra-curricular activities :** Participate in various events in sports

**Declaration :** The above statements are true of best of my knowledge and brief.

**Date:**

**Place:** **Kolkata** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(Subhasree Seal)**