**SAIBAL CHAKRABORTY**

Mobile: 08768570284 E-Mail: saibal\_dgp@rediffmail.com

**In quest of career enrichment opportunities in Service Operations with an organization of high repute**

**AN OVERVIEW**

* A competent professional of rich experience in Store Operations & Maintenance, Sales & Marketing and Customer Relationship Management.
* **Worked with Shree Balaji Equipments (Authorised dealer of Kobelco).**
* Worked with Lakshmi Motors, (TATA Authorised Service Station).
* Deft in handling all store related issues, handling customer queries.
* Excellent relationship management & interpersonal skills with strong problem solving abilities.

**CAREER RECORD**

**Since Jan’ 11- Mar ‘ 18 with Shree Balaji Equipments, (Authorised dealer of Kobelco), Kolkata**

**May’10 – Jan’ 11 with Suchita Earth Moving Equipments, (Authorised dealer of Kobelco), Kolkata**

**Oct’09 – Mar’10 with** **Lakshmi Motors, (TATA Authorised Service Station), Suri, Birbhum**

**Sep’07 – Sep’09 with Infra Equip Pvt. Ltd., (Authorized Dealer of Volvo India Pvt. Ltd. (Truck Division), Dhanbad**

**Jan’06 – Aug’07 with French Motor Car Co. Ltd., (Dealer of Tata Motors), Asansol as Warranty Supervisor**

**Chief Tasks Handled**

**Store Operations**

* Focusing on close monitoring of product performance & feedback, customers’ expectation vs. product delivery.
* Maintaining optimum stock level for the spares-parts inventory and setting norms for timely availability.

**Sales & Marketing**

* Managing the entire parts sales operation including promotion of the parts business.
* Analysing latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning of sales & marketing strategies.

**Client Relationship Management**

* Addressing customer queries for enhancing their awareness level on recent updates on product modifications & service initiatives.
* Identifying the root cause of dissatisfaction and placing the appropriate process to eliminate the problem.
* Interacting with the customers on a regular basis and providing redressal to all their queries & complaints.
* Conducting field visits at customer's end to evaluate product performance, capture customer voices, competitive studies / trials and identify scope of cost effective/ implement-able technical improvements.
* Maintaining strong business relationship with clients to achieve quality product & service norms by resolving their service related critical issues.

**Significant Contributions**

* Successfully managed various key accounts of Volvo such as T S Roadlines, Muzaffarpur, Madhucon Projects Ltd., Champaran and Rongta Projects Ltd., Ranchi; also managed Chasnala Site.
* Managed Tata Motors Warranty Claims through Siebel System of Tata Motors Ltd.;

**PREVIOUS ASSIGNMENTS**

***Feb’05 – Dec’05 with Jupiter Services, (Authorized Dealer of Cummins Diesels Sales & Service), Asansol***

**SCHOLASTICS**

* **Diploma in Automobile Engineering** from George Telegraph Training Institute, Asansol in 2007.
* **B.A. (Hons.) English** from Vinoba Bhave University, Hazaribagh (Jharkhand) in 2003.
* **Passed I.T.I. in Trade Fitter** from Muchipara, Durgapur in 2003.

**TRAININGS ATTENDED**

* Trained in Tata CRM-DMS Systems.
* Undergone 1 Month Training in Volvo Workshop at Jangalpur, Howrah.

**IT SKILLS**

* Well versed with DOS, WordStar, Windows, DTP and FoxPro.

**PERSONAL DETAILS**

Date of Birth : 31st December 1978

Address : 8/23, J.N. Das Path, City Center, Durgapur – 713216, West Bengal, India

Languages Known : Hindi, Bengali and English

Note: have valid passport no-L4066778